**31st European Social Services Conference**

Advancing social services

The role of technology in promoting autonomy & inclusion

Malmö, 14 - 16 June 2023

CALL FOR CONTRIBUTIONS
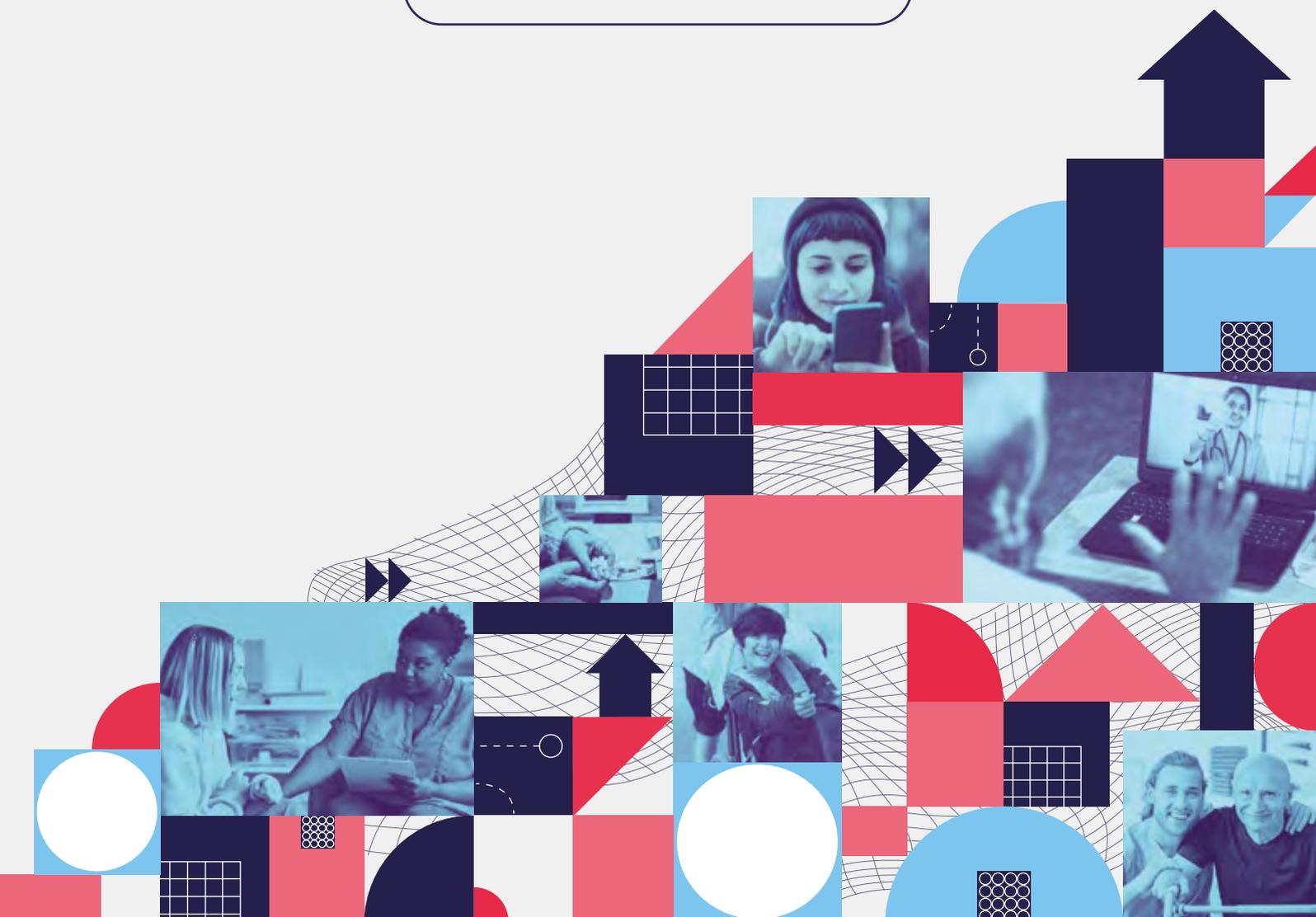
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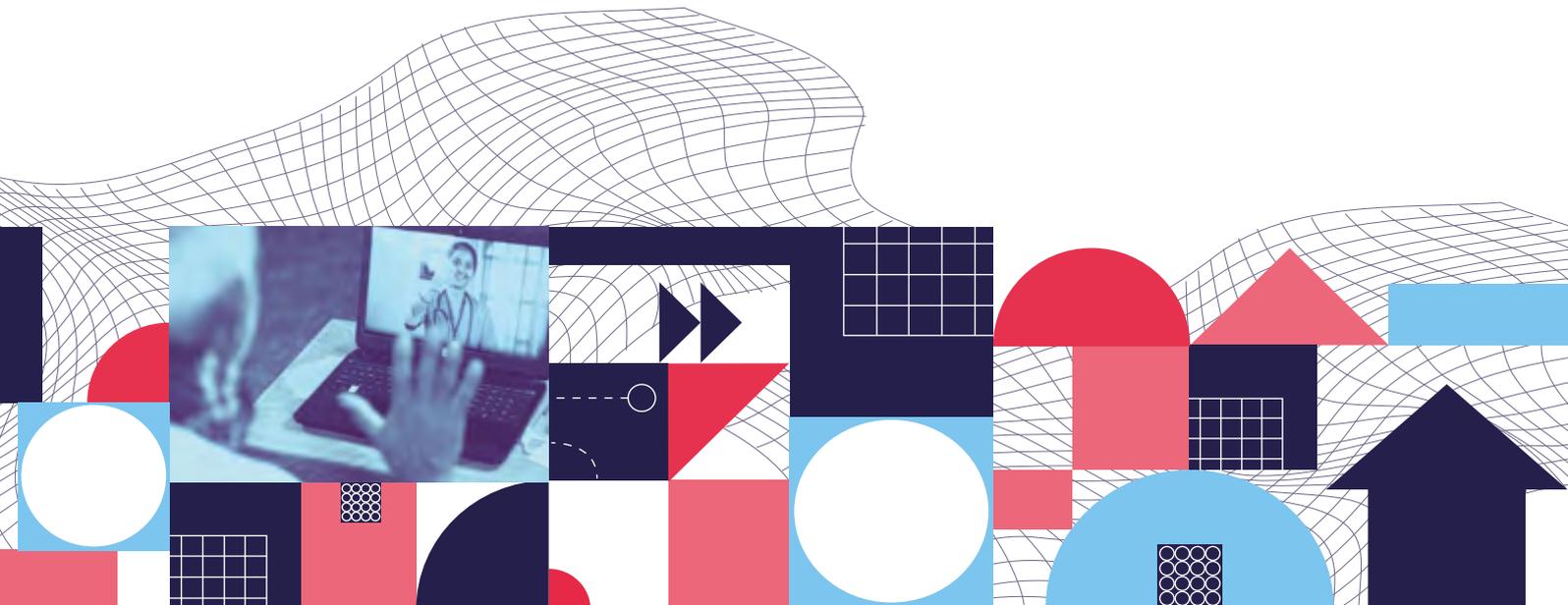
1. CONFERENCE THEME

ADVANCING SOCIAL SERVICES
THE ROLE OF TECHNOLOGY IN PROMOTING AUTONOMY & INCLUSION

Accelerating the digital and technological transformation of social services by governments, public authorities, and agencies involved in their development and delivery is key to reach people in their homes and communities. The focus has now shifted significantly to the use of digital services to reach greater numbers of people with a large variety of needs, to create cohesive and integrated human services which improve management and use of resources, and people's service experience.

The Covid-19 pandemic underlined the shortcomings of our social care and social services systems but also the many opportunities to improve them. We witnessed increased vulnerabilities and emerging social needs alongside challenges such as demographic ageing, requiring the refocus of services and their modernisation through the use of innovation and technology.

The European Social Services Conference in Malmö is an invitation to rethink the transformation of social services by using digital tools and innovative technology to support the social inclusion of people experiencing homelessness, migrants, children in care, young people in their transition to adulthood, people with disabilities and older people. Technological advancements can help to improve the delivery of social services by making access and sharing of information simpler, improving coordination between services, encouraging early intervention, supporting decision making, and promoting people's autonomy and choice.

The conference will highlight research and practice on innovation in social services through technology; IT developments for social inclusion, accessibility, or autonomy; organisational and workforce improvements, or data management for decision-making.

2. ABOUT THE CONFERENCE

The 31st edition of the European Social Services Conference (ESSC) will be organised in Malmö (Sweden) on 14-16 June 2023.

The ESSC is the annual flagship event of the European Social Network (ESN), the leading network for public social services in Europe. The ESSC is the largest public social welfare policy and practice forum in Europe, attended by almost 600 delegates in Hamburg in 2022.

The ESSC 2023 will be the forum for providers of technology solutions, researchers, decision-makers in public authorities, third sector organisations and social services professionals to share and exchange their knowledge and experiences with peers from across Europe and other regions of the world.

Pioneering the value of specialist knowledge exchange within the social services sector, next year's conference will examine key components of the use of innovative technology and digitalisation in promoting autonomy and inclusion in our communities.

Watch the highlights from the 2022 Conference in Hamburg.
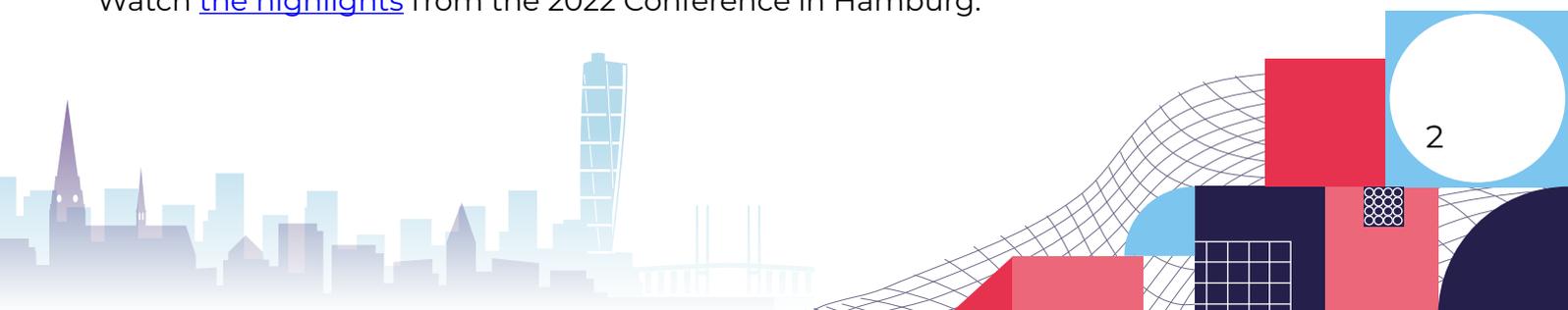
3. YOUR CONTRIBUTION

Who can apply?

The 2023 ESSC will bring together leaders in social services to inspire ideas on the role of innovative technology and digital means in the modernisation of social services. Contribute to the Conference and make your work and experience part of the discussions.

Proposals are accepted for all population groups with which social services work.

We encourage proposals from:

*   **Public authorities** - Tell us how you embarked on your IT modernisation journey
*   **Universities and research centres** – Share your research projects on technology developments in social services
*   **IT industry leads** – Show how you are working in cooperation with public authorities to modernise their social services or develop new products and solutions
*   **Third sector organisations** – Share how you are working through IT to improve the experience of the services you provide to those who you support
*   **Innovators wishing to work/working with social services** - Tell us about the new IT and digital solutions you have developed

We welcome proposals on these themes:

1. Technology/Digitalisation promoting Integrated Care and Support and System Interoperability to
· Promote Social Inclusion
· Encourage Personal Autonomy and Empower People
· Enable Early Intervention and the Prevention of Harm

2. Technology improving the experience of people using services e.g.
· New digital solutions developed as a result of the Covid-19 pandemic
· Simple effective solutions to bridge the digital divide and engage populations farthest from IT
· Use of Innovative Technology to help your communities thrive
· Technology and IT system developments to promote personal autonomy
· IT platforms to provide improved access to services

3. Leveraging Data to
· Automate Processes and Systems
· Build Prevention Strategies
· Support evidence-based Policy Making
· Evaluate and Improve Services Quality
· Modernise Child Protection Management Systems
· Modernise Integrated Long-Term Care

4. Modernising Organisations and Supporting Workforce Development
· Tale of Two Systems -From Old to New. Your IT modernisation journey
· Research-led technology developments in social services
· Digital Means & Technology Supporting Professionals
· Digital Means & Technology Supporting Informal Carers, Families/Relatives of People using Social Services
· Ethical Standards for technology and data-driven processes and programmes

Types of Sessions

A maximum of 2 proposals per organisation can be submitted for the following types of sessions:

Interactive Session Case Study or Workshop	Thematic Panel Discussions	Project Forum
Aim		
Case Study • Present a practice, service model, project, new idea (already implemented with some form of evaluation) that the audience can learn from and stimulate discussion. Should include Q&A and discussion. **Workshop** • Interactive meeting or educational session designed to create a specialised result, for example a guidance or learning that participants can use afterwards. Should include some form of training and/or group work.	Discussion on a specific theme or topic with peers from across Europe • Your proposal is matched with 3 other similar proposals to form a moderated panel on a theme.	Short dynamic presentations that outline the main points of project • After this session, presenters will have the opportunity to discuss their project with colleagues during the break.
Format		
• Total time of session: 60 mins • Two presenters on stage • Maximum time for presentation is 20 minutes • Remaining time should involve an interactive component with delegates • Up to 6 Interactive Sessions will be running in parallel in 4 streams on 14 and 15 June • 50-150 delegates per session	• Total time of session: 90 min. • 1 presenter on stage per organisation • Max. 15 minutes presentation per organisation with PowerPoint followed by moderated discussion • Up to 4 sessions running in parallel with max. 4 panelists per session on 16 June • 100-200 delegates per panel discussion	• Total time of session: 60 minutes • 1 presenter on stage per organisation • 5-minute 'elevator pitch' style • 5 slides maximum • 5-6 projects from different organisations per session • 1 or 2 sessions on 15 and 16 June • All conference delegates can attend

Selection criteria

Case Study, Thematic Panel Discussion, Project Forum	Essential	Desirable
Relevant to the theme of the ESSC	x	
Innovative	x	
Relevant and deliverable to an international audience	x	
Long-term sustainability	x	
Been initially evaluated and shows initial results or will be evaluated	x	
Involves cross-sector and/or cross-border approach		x
Transferable and could be implemented elsewhere		x
Involves service user participation*		x
Organisations from multiple countries are involved in the project		x

* Only applies to proposals for case studies

Workshop format (Only applicable for those applying for workshops)	Essential criteria	Desirable Criteria
Relevant to the theme of the ESSC	x	
Clear and achievable educative or training goal(s)	x	
Run by an experienced trainer or facilitator	x	
Interactive & engaging (e.g. training materials, group work)	x	
Employs visual tools (e.g. whiteboards, flipcharts, 3D objects) and uses multi-media		x
Involves service user participation		x

Languages

Proposals can be made in English, French, German, Italian and Spanish. There is the possibility for interpretation to and from French, German, Italian and Spanish if you wish to present in these languages.

Deadlines

22 November 2022 for proposals submitted in French, Spanish, German or Italian.
29 November 2022 for proposals submitted in English.

Confirmation of acceptance or rejections will be sent by 30 January 2023.

4. COSTS

Selected interactive case studies/workshops must register at least 2 delegates paying the full delegate fee for the conference. Please be advised that for interactive case studies/workshops it is possible to have multiple presenters (registration is compulsory for all of them).

Selected panel discussions must register 2 delegates (1 presenter and 1 extra delegate) paying the full delegate fee for the conference.

Selected Project Forum presentations must register 1 presenter paying the full delegate fee for the conference and 1 attendee paying the full delegate fee for the conference.

ESN members	Non-ESN members
Standard members €670	Private companies €995 Public organisations €785 NGOs/voluntary sector €625
Members from EU-13/neighbouring countries €545	Organisations from EU-13/neighbouring countries €585
Organisations from Sweden €590	Public and Third Sector Organisations from Sweden €625

EU-13: Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, and Slovenia.

EU neighbouring countries: Algeria, Armenia, Azerbaijan, Belarus, Egypt, Georgia, Israel, Jordan, Lebanon, Libya, Moldova, Morocco, Palestine, Syria, Tunisia, and Ukraine.

Fee Covers	Fee does not cover
• All plenary and interactive parallel sessions • Lunch on days 1 and 2 • All coffee breaks • Formal reception • Networking Dinner	• Hotel accommodation • Travel to venue

SUBMIT YOUR PROPOSAL HERE

PLEASE ENSURE THE AVAILABILITY OF FUNDS FROM YOUR ORGANISATION FOR DELEGATE FEES, TRAVEL, AND ACCOMMODATION BEFORE SUBMITTING YOUR PROPOSAL.