

**30th European Social Services Conference**

**RETHINKING RECOVERY  
RESHAPING SOCIAL SERVICES  
WITH NEW TOOLS  
8-10 JUNE 2022 • HAMBURG**

**Call for Contributions**



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## 1. CONFERENCE THEME

### RETHINKING RECOVERY RESHAPING SOCIAL SERVICES WITH NEW TOOLS

For frontline social services professionals, Covid-19 has brought incredible disruption. At ESN we have been documenting the challenges that social services working with children and families, youth, people with disabilities, the homeless and older people have faced since March 2020, as well as how heroically they jumped into action to care for those in need.

However, Covid-19 has also led to several transformative changes which have been spoken about for years. Quoting Rahm Emanuel “never want a serious crisis to go to waste”, it became necessary to implement new and innovative, digital, agile, and remote ways of working; the crisis was the impetus to fast-forward turning these discussions into action.

The Covid-19 pandemic has further encouraged social services authorities to explore innovation with the third and private sectors as well as digitalisation and its benefits, whether back-end improvements, predictive analytics, demand forecasting and remote monitoring. Many public authorities are looking further at partnerships, the integration of health and social care, advance case management that provides for the opportunity to develop new and integrated services across sectors, amongst many other examples of innovation.

In the framework of our working groups on digitalisation and European funds, we have been discussing a series of proposals for reform to transform social services into modern and resilient services for a recovery that works for all and leaves no-one behind with ESN members working in social welfare services across Europe and beyond

The European Union’s financial budget for 2021-2027 and national funds for resilience and recovery are a fantastic opportunity to invest in the transformation of social services, through new methods of working and digital systems. With their focus on innovative transformation and on digital transition, this is a chance for social services to invest in their modernisation and reform.

## 2.ABOUT THE CONFERENCE

The [European Social Services Conference \(ESSC\)](#) will be organised onsite again in 2022. Taking place in Hamburg (Germany), this is the largest public social welfare policy and practice forum in Europe, attended by over 600 delegates in Milan (2019) and Seville (2018). Next year, we will explore how public authorities working with private partners and third sector, have invested the various recovery funds available to implement innovations and reforms, which are key to promote resilient and future-proof social services.

Increasingly, social policies aim to transform health and social services to reach people in their homes and communities. The focus has also shifted to early, effective interventions for children and their families, young people, and partnerships with people with long-term health conditions and their families. Therefore, the European Social Services Conference in Hamburg is an invitation to rethink recovery to ensure that no one is left behind. We are asking public authorities, professionals, and care providers to join a discussion on re-shaping social services to help the people they support lead better lives within their communities.

Rethinking planning, implementation, and evaluation of community-based social services with new tools and means, the conference aims to inspire with examples, aspire for change, and dare to dream for better outcomes for children and families, young and older people, migrants, people with mental health problems or disabilities.

### 3. ORGANISER

The European Social Services Conference (ESSC) is the annual flagship event of the European Social Network (ESN). Pioneering the value of knowledge exchange within the social services sector, next year's conference will look at key components of community care in constant transformation.

The ESSC is being organised in partnership with the Ministry for Labour, Social and Family Affairs and Integration of the Free and Hanseatic City of Hamburg and the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth.

The ESSC will again feature inspiring speakers drawn from the sector around the world including ministers, academics and social innovators.

Watch [highlights](#) from the 2019 Conference in Milan.

### 4. YOUR CONTRIBUTION

The 2022 European Social Services Conference in Hamburg will bring together leaders in social services to inspire new ideas on the future of community care. Contribute to the Conference to make your work and experience part of the discussions.

Based on the theme "Rethinking Recovery" we will welcome proposals on:

- **Strategic changes in your organisation**
  - **Integrated approaches** bringing together a range of services (i.e. social, health, education, employment).
  - **New procurement models** to ensure a resilient collaboration with providers.
  - **Collective intelligence models** with the help of **machine reading** and learning techniques for trend forecasting.
  - **Data management information systems** for improving data gathering, analysis and usage.
  - **Standards in social services digitalisation** to be shared across all administrations involved in social service planning, delivery and evaluation.
  - **Quality assurance standards** agreed across all administrations and organisations working in social services management and provision.
  - Enhancing the **modernisation of public administration** by **automating current and new processes** for professionals and people using services.
  - **Advanced tele-care programmes** including remote assessment, monitoring and evaluation.
- **Investing in the workforce**
  - **New professional roles** adapted to the needs of people using social services.
  - **New workforce strategies for training and development** adapted to the new needs of people using social services.
  - **Innovative programmes enhancing retention and wellbeing** of staff in social services especially affected by Covid-19.
  - **Collaborative approaches and devices** that help with **physical** aspects of care.
  - Development of tools that **assess large sets of quantity and quality data** to support professionals in service decision-making.
  - **Improvement in data management** and sharing across services through joint digital protocols and platforms that are accessed based on various layers by professionals and people using services.

- Improvements in **digital competences** of social services **professionals** through co-design models of developers and practitioners.
- **Improving the experience of people using social services**
  - **New approaches to include people using services** in the **design** of social services.
  - **Programmes reshaping face-to-face social services** to become more accessible and efficient.
  - Programmes **reshaping social work with children and families** including intermediary approaches to **prevent children from taking into care**.
  - **Transformational care** programmes for children and young people.
  - **Home and community-based models** to support **people with disabilities, older people** to remain in their homes and communities.
  - **Innovative social inclusion approaches** for **unaccompanied children** leaving care, **migrants** and refugees.
  - **Integrated employment and social inclusion programmes** combining benefits and services for the inclusion of people furthest from the labour market
  - **Joint needs assessment** between professionals and with people using social services themselves.
  - **Innovative community approaches** (e.g. co-design, digital competence development) to maximise the **use of technology** amongst people who use services.
  - **Digitalisation of social services** access through **chatbots**, improvements in application processes, **digitalisation** of application forms and **apps that promote social inclusion**.

**SUBMIT YOUR PROPOSAL HERE**

## 5. GENERAL INFORMATION

A maximum of 2 proposals per organisation can be submitted.

Interactive Workshops	Thematic Panel Discussions	Project Forum
<ul style="list-style-type: none"> <li>- Up to 6 workshops will be running in parallel in 4 streams on the 8 and 10 June</li> <li>- A minimum of two presenters must register</li> <li>- 50-150 delegates per workshop</li> <li>- Total time of the workshop is one hour</li> <li>- The workshop must be interactive (e.g. discussion groups for the audience, polls, question and answer elements)</li> <li>- Maximal presentation time is 15 minutes per workshop</li> </ul>	<ul style="list-style-type: none"> <li>- Up to 4 sessions running in parallel with 4 panellists per session on 10 June</li> <li>- Your proposal is matched with 3 other similar proposals to form a panel on a theme</li> <li>- 1 presenter on stage per organisation</li> <li>- 100-200 delegates per panel discussion</li> <li>- 10-15 minutes presentation with PowerPoint and moderated discussion</li> <li>- Total time of session is 1.5 hours</li> <li>- Opportunity to discuss a certain theme or topic with peers from across Europe</li> </ul>	<ul style="list-style-type: none"> <li>- 5-minute 'elevator pitch' style</li> <li>- 2 sessions on 9 and 10 June</li> <li>- 1 presenter on stage</li> <li>- All delegates are able to attend</li> <li>- 5 projects per sessions</li> <li>- 5 slides maximum</li> <li>- Different to longer presentations, this involves outlining the main points of your project in 5 slides maximum</li> <li>- The aim is that you then discuss your project with colleagues in the coffee break</li> </ul>

## Selection criteria

<p><b>Content for all proposals: Good practice, service model, project, new ideas</b></p> <p>Original and innovative</p> <p>Relevant and deliverable to an international audience</p> <p>Involves cross-sector and/or cross-border approach</p> <p>Transferable and could be implemented elsewhere</p> <p>Long-term sustainability</p> <p>Been initially evaluated and shows initial results Or Will be evaluated</p> <p><b>Workshop format (Only applicable for those applying for workshops)</b></p>	<p><b>Essential Criteria</b></p>	<p><b>Desirable Criteria</b></p>
<p>Interactive &amp; engaging (e.g. discussion format questions and answers)</p>	<p>X</p>	
<p>Clear goals achievable in workshop timeframe</p>	<p>X</p>	
<p>Employs visual tools (e.g. whiteboards, flipcharts, 3D objects) and uses multi-media</p>		<p>X</p>
<p>Run by experienced presenters</p>	<p>X</p>	
<p>Involves service user participation</p>		<p>X</p>
<p>Organisations from multiple countries are involved in the project</p>		<p>X</p>

## Deadlines

**13 December 2021** for proposals submitted in French, Spanish, German or Italian

**14 December 2021** for proposals submitted in English

Confirmation of acceptance or rejections will be sent by **31 January 2022**.

## Languages

Interpretation between English and German will be guaranteed for all workshops, and there is also the possibility for interpretation to and from Italian, French, and Spanish if you wish to present in these languages.

## 6. COSTS

Selected **workshops must register at least 2 delegates** paying the **full delegate fee** for the conference. Please be advised that for 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.

## 2022 Fees

### ESN MEMBERS

Standard members €645\*

Members from EU-13/neighbouring countries €565\*

Organisations from Germany €475\*

### NON-ESN MEMBERS

Private organisations €965\*

Public organisations €765\*

NGOs/voluntary sector €625\*

Organisations from Germany €475\*

\*Fees may be subject to VAT, depending the status of the delegate

Fee covers:

All plenary and workshop sessions

2 lunches during conference

All coffee breaks

Formal reception

Gala Dinner

Not included:

Hotel accommodation

Travel to venue

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

**SUBMIT YOUR PROPOSAL HERE**

## European Social Network

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The European Social Network is supported by the European Union Programme for Employment and Social Innovation "EaSI" 2014-2020