Conceptual framework and methodological guidance for the country mapping

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Acronyms

CLLD	Community-led local Development
DoA	Description of Action
EC	European Commission
ERDF	European Regional Development Fund
ESF	European Social Fund
SI	Social Innovation
SSSR	State Secretary of Social Rights (Government of Spain)
WP	Work-Package
Avise	Agence d'ingénierie pour entreprendre autrement, France
CCSI	Competence Centres for Social Innovation
COP-SI	Community of Practice on Social Innovation of the ESF Transnational Cooperation Platform
EaSI	EU Programme for Employment and Social Innovation
EC	European Commission
ESF	European Social Fund
ESIF	European Structural and Investment Funds
EU	European Union
FFSIS	Forum for Social Innovation, Sweden
MS	Member State (of the EU)
NGOs	Non-Governmental Organizations
QA	Quality Assurance
SI	Social Innovation
SIF	Society Integration Foundation, Latvia
SSSR	Secretary of State for Social Rights, Spain
UAFSE	*Unidad Administradora del Fondo Social Europeo* (Managing Authority in the Spanish Ministry of Labour)
WP	Work Package

Acknowledgments

Introduction

BuiCaSuS is a transnational project that is meant to strengthen competences for social innovation.[1] One of its work-packages (WP2) aims to map the social innovation landscape in the four participating countries: France, Latvia, Spain, and Sweden. The first phase (action 2.1) is to generate a common understanding of key terms and propose a shared methodology as an analytical grid for the mapping that will be undertaken in each country, respectively.

This working document is to provide an initial discussion about key terms as well as to delimit the inquiry question and the scope of the mapping. It then proposes the approach that shall orient the national exercises. It provides an operational guidance as task description for a desk review ("scoping") and the development of a method and tools for identifying, registering, and categorizing SI actors and action ("mapping").

The approach had been presented in the participatory expert workshop scheduled for 18th-19th of October 2021 and enriched after the deliberations. For the programme of the workshop and its proceedings see the BuiCaSuS webpage.

1   Conceptual framework

Our societies face tremendous challenges derived from a number of megatrends, such as climate change and loss of biodiversity, the digital transition, rising inequality and an erosion of traditional social fabrics, the care crisis, the decomposition of a shared public sphere and the epistemic commons, population change by migration, aging and rural-urban cleavages, amongst others. Citizens experience a lack of protection, belonging, and predictability. New social challenges and needs proliferate. The classic social welfare responses, administered by state bureaucracies, whether by the central state or sub-national government, whether in direct service provision or via mandated intermediaries,

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[1] BuiCaSuS is a transnational project aimed to strengthen the capacities of national competence centres for social innovation. Partners come from Spain, Sweden, Latvia, and France. It is one of six consortia funded by the European Commission. Amongst its tasks is to map current social innovation systems (WP2), support piloting and upscaling schemes (WP3), foster transnational learning on tools for innovation (WP4), and develop policy propositions for National competence centres (WP5). For more detailed information see www.buicasus.eu

do not seem to be able to cover these. Much hope is deposited in the spaces and processes of social innovation that shall make societies more sustainable, resilient, and habitable.

This chapter is to provide a rapid review of some of the key concepts in order to delimit the scope of the mapping exercise. Specifically, five concepts shall be discussed: social innovation (SI), SI ecosystems, upscaling and transferral, social services, and public social innovation.

1.1   Social Innovation

Social innovations are innovations that are social both in their means and in their ends. According to Geoff Mulgan – one of the key promotors of the concept in the UK and the EU – for a long time, innovation has focussed too much on hardware and much brainpower has been wasted on useless, harmful, or trivial tasks. On the contrary, social innovation shall direct resources to more useful purposes (Mulgan, 2019, p. 10). At the core of the thinking about social innovation is the *innovation spiral,* as shown in Figure 1. It inquires how new ideas that respond to new social needs are generated, identified, developed, tested, upscaled and transferred.

Figure 1: Innovation spiral
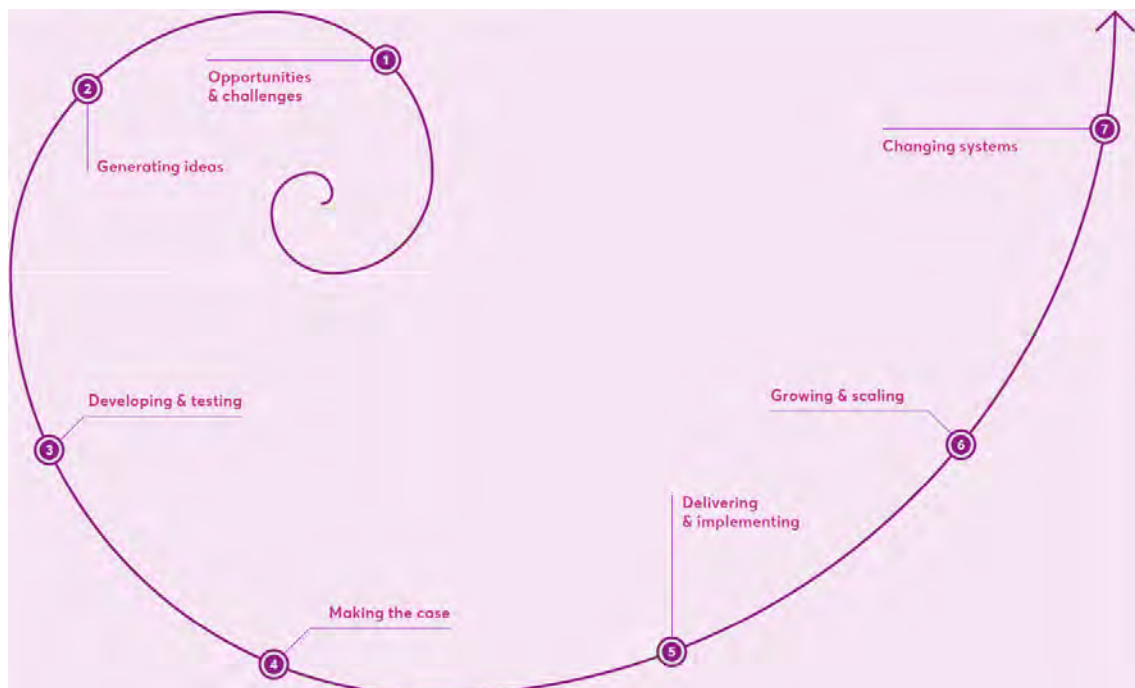
Source: (Nesta, 2019, p. 4)

The SI spiral tracks the pathway of SI initiatives from the conception of the idea until they get institutionalized (EC, 2013a, pp. 6–10). There are a number of break-up points. An initial stage is the generation of the idea. Here the key issue is the matching of a detected social need to a possible solution, however conceived (stages 1 and 2 in Figure 1). The following stage is the development of new solutions in response to these social needs. Key issues are how to design a prototype, systematize the model, know about its adequacy, and consciously convey the essence of the change (stages 3 and 4 in Figure 1). The succeeding phase is the testing in reality, the roll out to on-the-ground cases, including the evaluation of the effectiveness of new solutions in meeting social needs (stage 5 in Figure 1). A critical moment is the growing, scaling up and transfer of effective social innovations. The collective process of learning and adaption converts the ideas to something useful, which might divert substantially from the initial idea (stage 6 in Figure 1). Finally, the prototypes and new models perforate existing practice, change institutions and norms, and, ultimately, contribute to a cultural transformation. A key matter here is how bottom-up innovation gets taken up in public policy that ensures universal coverage (stage 7 in Figure 1), and if at all "system change" shall necessarily mean that SI-initiatives are converted into public policies.[2]

Along the spiral, SI scholars have raised a number of questions (H. Anheier et al., 2018b, 2018a). Amongst these are the following:

- (How) can innovation processes be triggered and systematically supported in each of the stages? What skills and tools are needed for mentoring SI? What are the conditions that foster and impede SI processes? Can they be shaped from outside?
- What role for finance, whether public or philanthropy?
- How do SI projects manage to develop a viable business model?
- Who are the drivers, whether individual visionaries or collective intelligence? What skills set is needed in each of the phases?
- How to establish evidence to measure success, failure, or the future potential?

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[2] Within the BuiCaSuS consortium an inspiring discussion emerged on the extent to which SI necessarily shall *always* have the purpose to change public policy. Some discussants claim that the public administration can get involved in SI in different ways, including a role of nurturing, without necessarily taking it up as a public policy. This is discussed in section *1.5 Public social innovation: the role of the state*

- Beyond the specific outcome how can 'collateral' outcomes, such as learning processes or empowerment, be considered and systematically measured?
- How do the respective logics of private for-profit, state action, social economy and third sector, and community interact? Can colonizing, crowding-out, extraction, and co-optation be avoided? What models of cooperation and alliances exist?
- What role for public policy?

As visualized in Figure 2, much of the publications on SI situate themselves either as

(1) **theoretical capturing of definitions at often abstract level** (H. Anheier et al., 2018a; Jessop et al., 2013; Krlev & Mildenberger, 2020; Moulaert & Mehmood, 2020; von Jacobi et al., 2019),

(2) **listing of exemplary projects and vast mapping of cases** at often small scale (EC, 2020a), or

(3) **toolboxes to "do SI"** (Castro Spila, 2016; ESF managing Authority Flandres, 2015; Nesta, 2019; Social(i)Makers, 2020).

Figure 2: Representations of social innovation
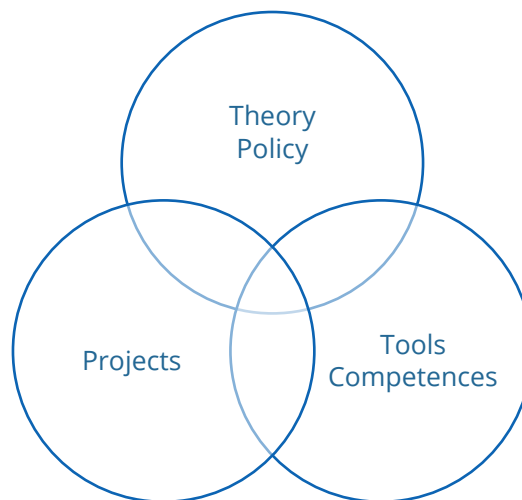
Some of them entail a bit of everything. However, it usually presents a challenge to descent from the often highly abstract theorising to the listing of processes or tools, and vice versa. Some exceptions are those that aim to gather a series of tools and practices under a theoretical frame, such as the Tepsie guides (TEPSIE, 2014b, 2014c, 2015), the SI Atlas (Howaldt et al., 2019), or the HIP hexagon of the Social Innovation Laboratory in Aragon (Spain) (LAAAB, n.d.).

The operational definition for Social Innovation by the EC is given in the regulations of the ESF+ funds and reads as such

> *'Social innovation' means an activity, that is social both as to its ends and its means and in particular an activity which relates to the development and implementation of new ideas concerning products, services, practices and models, that simultaneously meets social needs and creates new social relationships or collaborations between public, civil society or private organisations, thereby benefiting society and boosting its capacity to act;* (EP & EU Council, 2021, para. 2 (8))[3]

Historically, the concept of SI can be traced to utopian social reforms in the early phase of industrialization in the 19th century (Godin, 2012, 2019). It was recovered in Europe in the '70s of the past century, when the "*treinte-glorieuses*" faded into a systemic crisis of the welfare state and neoliberalism was established as a paradigm ((Judt, 2005, 2010). New social movements – such as feminist, civil rights, ecologist, and democratization – marshalled a critique against welfare bureaucracies claiming greater subjectivity, participation, and individuality against the Fordist standard provision of state services (Verschraegen et al., 2019). Examples range from the demedicalization of birth, to democratization of schooling, localization of energy production, recognition of sexual diversity, or inner-city regeneration. All these movements claimed a specific space of citizens for autonomous action. Much of the innovation was focused on process, related to key ideas of participation, empowerment, transformation, and emancipation (Oosterlynck et al., 2019).

In European policy making, from 2006 onwards, social innovation was taken up as a policy instrument, such as in the 'renewed Social Agenda' (EC, 2008) and the Lisbon strategy (EC, 2010). Two landmark reports of an EU internal think-tank coined concepts and structured the practice to be developed (BEPA, 2014; BEPA et al., 2011). European finance was channelled towards the policy instrument, namely in the European Funds for Investment, Research and Encounter. In the ESF regulations 2014-20, specific article was dedicated to social innovation (EP & EU Council, 2013, para. 9) and a programming priority was established (EC & F. Giacomo Brodolini, 2018). In research, Horizon 2020 financed a number of projects

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[3] It seems important to stress here that the regulation of the European Social Fund is not a document of the European Commission but of the law-making bodies to the Union, which are the Council and the Parliament. This means that the above definition has been endorsed by all member states.

such as Wilco (Wilco, 2013), TEPSI (TEPSIE, 2014a), SI-Drive (SI-Drive, 2014), Simpact (SIMPACT, 2014), Transit (TRANSIT, 2014), Solidus (Solidus, 2016), Cressi (Nicholls & Ziegler, 2019), ITSSOIN (H. K. Anheier et al., 2014; Itssoin, 2014) or ImPRovE (ImPRovE, 2014). Furthermore, networks for experience exchange on social innovation, such as SIKE (SIKE, 2014) or SIX (SIX, 2020), and social entrepreneurship (Euclid Network, 2017) were supported.

While, since 2006, the notion of SI gained traction in the EC discourse and translated into regulation and funding, the practice itself was taken up uneven in member states (Krlev et al., 2020). Furthermore, when the crisis of 2007-08 translated into a protracted depression, the priorities in SI shifted from its initial vision to generate adapted answers to new needs to stress the growth-building role of social innovation and conceive it as a measure to fill in the gaps that were left by the classic welfare state much under stress from the austerity policies. In line with the social investment paradigm of an "enabling welfare state" (EC, 2013b), a top-down approach and mostly market and entrepreneurial-oriented approaches took hold (Eschweiler & Hulgård, 2018; Verschraegen et al., 2019).

The poverty research project ImPRovE reflected on the social protection, social innovation, and social investment paradigms, dubbing them elephants, butterflies, and lions, respectively (Kazepov et al., 2019; Oosterlynck et al., 2013). They inquire into where – in response to poverty and social exclusion – these approaches can complement each other and where the respective competitive advantage plays out. In the same line, Martinelli, yet in 2012, advised that, as much as SI can generate new responses, its very localized character might erode the social citizenship by growing stratification of localized supply that brings about inequalities in access and quality of services and opportunities (Martinelli, 2012). Social citizenship, indeed, is constructed through the universality of classic welfare ("the elephants").

A possible synthesis, both conceptually and in social policy practice, might be the capabilities approach, conceived by Sen and Nussbaum (M. Nussbaum, 2003; M. C. Nussbaum, 2013; Sen, 2000). By insisting on considering the empowerment effect on individuals and communities of any public policy (von Jacobi et al., 2017; Ziegler & von Jacobi, 2018), their lens shifts from state bureaucracies to a person-centred perspective, from a growth perspective towards measurement of happiness (Stieglitz et al., 2009). In the context of COVID recovery, this approach departs from the finding that standardised, centralised systems cannot grapple with modern challenges or create the relationships required for flourishing and, therefore, calls

for reinventing classic welfare by defining a new social code that is left open to local knowledge (Cottam, 2019, 2020).[4]

Social Innovation is a slippery term. It is able to both generate much idealism, while it offers itself for all kind of projection, hosting aspirations of all kinds of ideological realms. As a consequence, SI is a 'loose' notion, with ambiguous analytical rigour. "'*Social innovation' is a term that almost everyone likes, but nobody is quite sure of what it means.*" (Pol & Ville, 2009). Hulgård and Ferreira document how four different schools of public administration thought co-opt the concept with yet fundamentally different prescriptions, based on their respective ideological provenance (Hulgård & Ferreira, 2019): (1) 'Volunteerism' emphasizes the role of voluntary individual action in social innovation and promote heroic individuals that centre on specific cases. (2) 'Social Movements' emphasise collective counter-movements for transformative social change. (3) 'New Public Management' argues to bring private sector practices and market rationality to the public and civil society sectors, which often results in privatization, out-contracting and quasi-markets based in individual citizen choice and a blurring of boundaries of institutional logics between business and commercial models and the public and social sectors. (4) 'New Public Governance' stresses a complex relationship between state, market and civil society aimed at reinforcing partnership and network-based social innovation across sectoral divides. All four discourses claim the floating signifier of SI and attach their respective recipes under the aura it irradiates.

One of the tasks for the BuiCaSuS consortium is mapping existing SI ecosystems. To that end, it seems necessary to establish a common and operational definition of social innovation. This will be constructed, as specified below, from a screening exercise of SI cases. Therefore, a distinction criterion of what is and what isn't SI needs to be established. In exchange with practitioners, it is often pointed out that many projects *call* themselves SI, while they are not, possibly generated by the current SI hype and funding flow. On the other hand, there are initiatives that indeed *are* SI, while their promotors would never conceive themselves in such terms. Even though there are numerous definitions, we opt to align ourselves with the EU definition (EP & EU Council, 2021, para. 2 (8)). We will further operationalize this definition in the methodology, taking an eclectic approach by using the EAPN checklist (EAPN, 2016) for screening and the SIMPACT "onion-model" (Kaletka et al.,

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[4] The capabilities approach is taken up operationally in the methodology when aligning the second-step screening process with the EAPN checklist, see Annex 2: Questionnaire for the screening phase

2016) as guiding principle for the in-depth appraisal of the selected cases. Hence, for the project, social innovation shall be understood as ... *"°°° and in particular an activity which ...*

Table 1: EU definition of social innovation

	Definition (as per EU)	Dimension
a.	*... relates to the development and implementation of new ideas concerning products, services, practices, and models,*	**substantive**: innovation
b.	*... that simultaneously meets social needs and creates new social relationships or collaborations between public, civil society or private organisations,*	**procedural:** multi-actor collaboration
c.	*... thereby benefiting society and boosting its capacity to act;*	**purpose:** social ends and empowerment

Source: EU Regulation of the European Social Fund (EP & EU Council, 2021)

1.2 Social innovation ecosystems

The Commission defines SI ecosystems as:

> *(i) **actors** that are providing human intellectual, material, or financial resources to social innovators and social innovation initiatives, including citizens (as volunteers, supporters), civil society organisations, social enterprises, private businesses, customers, financial institutions, governments and local authorities, education and research institutions,*
> *(ii) **framework conditions**, such as institutions, procedures, legislation, policy programmes, funding schemes, curricula and civic participation culture.*
> ***The notion of the ecosystem** helps to explain how social innovation initiatives are embedded in, and co-evolve in a network of mutually beneficial relationships built on trust, common values and shared principles.* (EC, 2021)

The notion of "ecosystems" is derived from the analysis of business management scholar Michael Porter (BEPA, 2014, p. 20). In the core of the word is the simile between socio-economic and biological systems: its "organic" nature. From management science, attention was called towards going beyond the classical analysis of competitors, suppliers, and customers to integrate a wider range of shareholders, including those that do not (immediately) appear in market relations.

The ecosystem concept was rapidly taken up in the SI field, where relations are often even more complex and diversified than in for-profit business. The organic imagery implies that any action to make social innovation thrive, is rather a delicate process of 'seeding' and 'nurturing', than to 'build' or 'construct'. According to the 2014 BEPA report, "supportive policies, adequate governance, innovative finance, a variety of capacity building and recognition tools such as incubators, hubs, forums, prizes and research in methodologies, benchmarking and impact measurement are the main components which, together, create the 'natural environment' for social innovation to flourish." (BEPA, 2014, p. 21)

However, adding to the conception of the lone, value-driven entrepreneur who conceives ideas to better the world and sets them into practice against the odds of traditional institutions and habits, the image of the ecosystem also conveys the necessary multi-actor and collaborative character (Mulgan, 2019, p. 11). The notion of ecosystems helps "to overcome a strict actor-centred approach and the strong concentration on the social entrepreneur as the key agent of change." (Kaletka et al., 2016). Thus, the notion of ecosystem disentangles the different roles along the innovation spiral as depicted in Figure 1. This signifies the following:

1. **Collaboration and common knowledge generation: "**Social innovation is inherently collaborative. Social innovation is generally a product of collaboration between several actors, either directly or through a trusted intermediary, which results in collective knowledge building." (OECD, 2021, p. 11)

2. **Underlying logic and incentives:** In the ecosystem a number of actors interact, and a key feature in the thought is to blur the respective logics of state administration, for-profit business, and community around a common purpose, highlighting the mutual benefits. Increasingly, a hybridization of the typical private and public approaches can be observed, while mandates and incentives remain the same. The governance resources of business, state and community – exchange, hierarchy, and self-organisation, respectively – are made to "talk to each other" in a complex mediation process (Oosterlynck & Cools, 2019).

3. **Roles and skills:** a wide range of tool kits highlight the necessary combination of profiles that bring the innovation from the idea to system change. The Flandres tool kit (ESF managing Authority Flandres, 2015, pp. 265–287) identifies the following roles: The *Activator* who initiates the process, the *Browser* who conducts research and gathered knowledge, the *Creator* who produces the innovative idea, the *Developer* who turns the idea into products or services, the *Executor* who brings the innovation into

practice, and the *Facilitator* the "everything else" role, including approving funding and unlocking regulatory and policy problems.

4. **Local or micro-territorial approach:** Many of the social innovations surge from localized initiatives, centred in the community, the "*barrio*" or "*comarca*" (county) as lived geography for social interaction. Some initiative delocate to virtual spaces supported by (online) communities of practice. However, micro-territorial face-to-face encounter remains a fertile ground for the generation of communitarian initiative. In that sense, the link to the investment priority "Community-led local Development Strategies" (CLLD) in the ERFD under the thematic objective 'promoting social inclusion, combating poverty and any discrimination' seems important (Stott et al., 2021).

An additional dimension is digitalization. Digitalization allows for including more actors. Also, digital tools are used as a core element to mobilise collective intelligence for the co-creation of public goods. *Digital social innovation*, as such, is a field in which social innovation drives (application of) technology and vice versa (Misuraca & Pasi, 2019). A key question is how digitalization supports delocalization or reinforces micro-territorial dynamics.

In order to be able to analyse the layers of ecosystems, we loosely refer to the "onion" model developed in the context of the Simpact project (Kaletka et al., 2016).The logic of the "SIMPACT onion-model" is described in Figure 3.

Figure 3: The SIMPACT "onion" model: four contextual layers of social innovation ecosystems
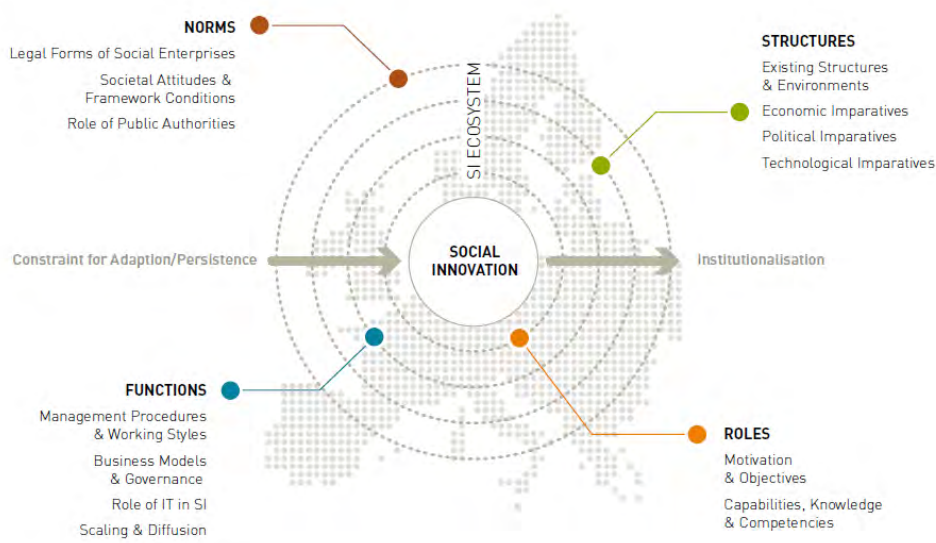
Source: (Kaletka et al., 2016)

This model structures the analysis of ecosystems along the dimensions of norms, structures, functions, and roles (SIMPACT, 2014). One of the key claims of the model is 'Context matters'. The onion model allows to visualize a mental grid that allow for checking possible context variables for SI initiatives, as depicted in Table 2.

Table 2: The elements for analysing the SI ecosystem ("Onion model")

Context factor	Elements
Norms	professional and ethical standards, historical and legal conditions, codes and other accepted social standards
Structures	constraints and path dependencies because of existing institutions, economic, political, and technological imperatives
Functions	factors such as management procedures, business, and governance models. Questions such as how different actors are interlinked and collaborate, how they adjust their roles in a wider network context and how the network is governed are relevant on this layer.
Roles	socio-demographic factors and roles of social innovation stakeholders and beneficiaries, including political and social attitudes, motivations, socialization, self-concepts, image, capabilities and skills.

Source: (Kaletka et al., 2016, p. 85)

1.3   Upscaling and transferral

According to the EC definition upscaling refers to

> ... *a process of transferring proven social innovations to other actors or contexts thus creating a wider impact. Scaling can emerge both from supply perspective (social innovator seeks to expand activities or is looking for partners who could replicate the innovation in other context) or from demand perspective (public authorities or other stakeholders replicate a proven solution or embed it in public policies or functioning of systems (mainstreaming)). Scaling of social innovation often benefit from cooperation at EU level: an established practice from one country or region can serve as a source of innovation elsewhere*. (EC, 2021)

In the framework of the innovation spiral, depicted in Figure 1, this refers to the step 6. It builds on the existence of a mature social innovation project that has been conceived, piloted, tested, systematized, and, at best, evaluated.

The regulation of the European Social Fund gives an explicit mandate to government:

> "*Member States may support the scaling up of innovative approaches tested on a small scale and developed under the EaSI strand and other Union programmes.*" (EP & EU Council, 2021, para. 14)

One important element of the upscaling is the challenge to determine whether the initiative has the maturity and is eligible for upscale and transfer. An important step thereby is the **validation**. According to the EC, validation is an

> "*evidence-based evaluation that demonstrated that an innovative model, tool, or practice is suitable for the problem to be tackled, meets the needs of the identified beneficiaries and/or stakeholders, is transferrable to other contexts and, above all, has demonstrated advantages over current practice*" (EC, 2021)

The tool-cases to conduct this validation are manifold, and methodologically suffer great challenges due to the intrinsic dependency on context as well as the, again intrinsic, multi-actor composition of the initiatives and the often process-dependent character of collateral yet desired effects, such as the empowerment of citizens or service users. This generates a number of attribution problems. In any case, the starting point for any methical generation of evidence is to document systematically the essence of the innovative model, tool, or practice.

Faced with these challenges, current support structures of mentoring often aim to decontextualize and attempt to distil the essence of the initial idea and their materialization during the life course. Then actors are supported in their quest to upscale, transfer or replicate. This is an often technical process that is based on a significant know-how, mostly procedural and supported by tools and guidelines that have been tested for the roles of mentors, facilitators, and matchmaker. In that sense, there is a lot of specific knowledge in the step 6 of the innovation spiral, depicted in Figure 1, some of which is scientific, other is artisan or based in social engineering, other is grounded in technology.

While this instrumental perspective is immediately useful, a broader viewpoint reclaims the system perspective: While the notion of upscaling departs from the individual project, the notion of 'adoption' asks to what degree the social innovations were adopted in society.

> "*By 'adoption' we mean whether they [SI initiatives] scaled up to achieve growing corporation and stimulating social change. We measure those social innovations*

against the dimension where on the one end the social innovation only incidentally and partially served a target group of disadvantaged persons of communities (but did not achieve dissemination or social/societal change); and at the other end we position social innovations that became institutionalized as a sustainable social practice (which influenced social change, i.e. it significantly met social needs that reduced the social problem)." (Oeij et al., 2015)

The challenge therefore is how the defined undertaking of upscaling links to broader aims of system change.

1.4   Social services

For pragmatic purposes to delimit the scope of the mapping, the proposition for the mapping is to centre the screening on social services. This leads to the need to define social services. There is a wider definition which captures all the five Beveridge's 'Giant Evils' of *Want, Disease, Ignorance, Squalor and Idleness* which translate into the key public service pillars of education, housing, employment, health, and minimum income.[5] Apart of these services there is another – more narrow – definition which defines social services as personalized services for accompanying persons to overcome crises during the life-cycle or strengthen and maintain autonomy and capabilities (Aguilar Hendrickson, 2014, 2016; Fantova, 2017).

Actually, neither, for example, in the Beveridge conception nor in the Spanish Constitution (to name but two documents that lay out social policy objectives), social services are handled at the same level, if at all, as the key pillars mentioned above. Social Services come only to prominent attention in a post-industrial stage where needs of protection diversify (Bode, 2017). Nowadays, care work is ever becoming more important much of which is related to an increasing commodification of care work as a change in unpaid care work, which has been

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[5] The concept of "Social services" in the context of some member states signifies the services provided by the public sector to people in need. That definition wouldn't work for the purpose of looking at the SI-ecosystem. It seems necessary to define a wider concept of "social services" as care provided to and with persons in a life-cycle crisis of situation or challenged autonomy. The discussion in the expert workshop shall further define the concept and clarify that it signifies services/products *from all sectors* towards people who are disadvantaged. This would mean that we focus on social innovations that target societal challenges of unemployment, poverty, segregation, etc.

highly feminized (as acknowledged in SDG target 5.4), as well as the aging of societies (Bunting, 2021; UN Women, 2021).

Social services encompass a range of activities, including therapy and counselling, treatment, care and nursing services, community work as well as activation, employment, and qualification services. Care services are often unfocused and many-sided. In the centre of the current debate on organising social services resides the question which actors are to be involved in undertaking the care work, whether public services, markets, communities or families (Anttonen, 2017). The care crisis has been identified to be a sign of a larger underlying societal crisis, much of it related to gender roles (Laura Addati & Umberto Cattaneo, 2018; Tronto, 2017). The COVID crisis has made the dependence on care work ever more explicit and in the claims of "build back better" or "build back fairer" it is being widely acknowledged that recovery cannot just be going back to the past normal (FEPS, 2021; Marmot et al., 2020; OSF et al., 2021; UN Women, 2021).

In the EU, social services play an important role in improving the quality of life and providing social protection to citizens. Social services are social goods that protect people or support their social needs (Portillo & Arroyo, 2016). Overall, these include: social security, employment and training services, social housing, child care, long-term care and social assistance services (EC, 2018). Yet, the concept and scope of social services is diverse in the different Member States, due to welfare traditions, national characteristics, and budget allocation (Esping-Andersen, 1990; Humer et al., 2013).

Albeit being subsumed under the notion of social protection such as defined in the UNICEF framework (UNICEF, 2019), social services continue to play a rather marginal role in the conceptual and policy debates around social protection. This might be linked to their image as exclusively protective in their function, with only limited consideration related to their preventative, promotive, and transformative role (Rohregger, 2021).

While the core functions of public services are shared by most of the EU countries, there is considerable variation in the provision of some of the more specific social services (Gómez-Barroso et al., 2017). Furthermore, the level of development of social services as well as its share in social expenditure variates across countries. While the EU has limited legislative competence in the field of social law, it has a growing interest in supporting national governments in developing their welfare systems and especially social service delivery. This is grounded in the general commitment of the EU to protect and promote social security and inclusion, as well

as the crucial role of social services in the smooth coordination of the free movement of labour and the achievement of smart growth objectives. Member States are continuously adapting the ways in which social services are organised, delivered and financed in order to make these more efficient (Neergaard et al., 2012).

In summary, the definition that BuiCaSuS is using is social services are personalized services for accompanying persons to overcome crises during the life-cycle or strengthen and maintain autonomy and capabilities. This is the kind of action, that shall represent the object of the inquiry for the screening of the national SI ecosystem.

1.5 Public social innovation: the role of the state

A key issue of debate is how *public* actors can foster ecosystems that generate new responses. The task is how to nurture new ways of caring for people's needs, starting from small-scale community-based inventions and whether these are taken up to *public policies* to cover the whole society. In this sense, in the logic of the innovation spiral, depicted in Figure 1, the question arises what the role of the state is in all steps of the process as participant, facilitator, regulator and funder. As mentioned above, public administration is one player in the SI ecosystems. However, of particular relevance seems the step 7 (system change) where the state, as duty bearer to ensure rights and provide universal services, has the sovereign task (obligation) to bridge the gap between social innovation and public policy.

Schematically, there are three ways in which the public administration might get involved in social innovation, namely

1. **Innovating public processes** of service delivery (or policy formulation): the improvement of public services in the co-production with users and citizens. (Bekkers & Tummers, 2018; Magnussen & Rønning, 2021; Osborne, 2018; Osborne & Brown, 2011)
2. **Nurturing multi-actor networks**: giving support to non-state initiatives, by providing infrastructure, technical advice, or finance. This happens fundamentally on the steps 2-6 of the innovation spiral, depicted in Figure 1.
3. **Experimenting social policy**: Conscious promotion of changes in service provision models, public financing, or regulation, on a best case-control basis.

According to the EU definition social policy experimentation is

> *a small-scale project testing which allows gathering of evidence on the feasibility of social innovations. It should be possible and encouraged for ideas to be tested at local level and for those ideas that are feasible to be pursued on a wider scale, where appropriate, or transferred to other contexts in different regions or Member States with financial support from the ESF+ or in combination with other sources.* (EP & EU Council, 2013, sec. 34)

Recent political science literature reflects on the space for manoeuvre of nation states, particularly in the light of a comparison of the actions to the crisis of 2007/08 and the socio-economic recovery from the COVID pandemic. There seems to be a shift back to confidence on public regulation, not so much for greater state intervention but for the capacity to steer common resources towards key reforms. This "Mission perspective" (Mazzucato, 2018; Mazzucato & Dibb, 2019) allows for aligning instruments and resources behind general goals that have been identified and agreed upon in the democratic process. SI can be part of the contribution to tackle the greatest societal challenges. On the other hand, state actors and public policies, can marshal their instruments to supporting SI initiatives to align them towards the new societal missions. Then SI becomes but one instrument in a wider range of measures, within a coordinated framework of state action.

Finally, the project in which this reflection unfolds (BuiCaSuS) is aimed to create or strengthen national competence centres for social innovation – however institutionalized, but, in any case, with a clear public mandate and commissioned to give advisory services to the implementation of public funds, namely the ESF+. This represents an important opportunity to reflect on the question about how the practice of social innovation, including the respective derivates of tools and competences, shall connect as instruments to the wider public missions to build sustainable societies.[6]

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[6] The European Commission itself has defined series of 'missions'. Amongst these are 'The European Green Deal', 'Restore our Ocean and Waters', 'Europe fit for the Digital Age', 'Beating Cancer', 'the New European Bauhaus' or 'Mission Soil'; see https://ec.europa.eu/info/research-and-innovation/funding/funding-opportunities/funding-programmes-and-open-calls/horizon-europe/missions-horizon-europe_en

1.6 Delimitation of scope of the mapping

The above sections have initiated the debate on defining the key concepts of the research aligned with the declared aim of the project, as requested by the EC. Specifically, the concepts of SI, SI ecosystems, upscaling and social services have been discussed.

Table 3: Summary table of the definitions of key concepts

	Concept	Definition
1.	social innovation	an activity, that is social both as to its ends and its means
2.	SI ecosystem	a durable multi-actor collaboration centred around generating new social practices, that mobilize ideas, human resources, material, and finance embedded within a cultural, legislative and institutional environment
3.	Upscaling	a process of transferring proven social innovations to other actors or contexts thus creating a wider impact.
4.	Social services	personalized services for accompanying persons to overcome crises during the life cycle or strengthen and maintain autonomy and capabilities.

Furthermore, the policy field of social services had been introduced. Additionally, a brief discussion on the role of the state in SI and public SI has been initiated. These preliminary actions are necessary steps to generate a common understanding within the consortium partners before we roll out the mapping, in order to ensure a common language and align the screening for it to be comparable.

We then can move towards the delimitation of the task in order to make it feasible. In initial discussion we proposed that the mapping shall:

Table 4: Delimitation of the screening exercise

	Delimitation	Selection criteria
1.	… focus on social innovation …	Substantive
2.	… in the social services sector …	Sector

3.	*… shall identify within SI ecosystems the factors that impede or foster …*	**Inquiry**
4.	*… upscaling of social innovation initiatives.*	**Maturity**

Rather than focussing on sector-specific applications, the delimitation shall ensure comparability and a common inquiry framework. In that sense and bearing in mind the sector focus on 'social services', it seems important to stress that social innovation – and particularly when applied to social services as organization of societal care work – is not "social" in the sense of being concerned about the margins of society but enters into the core of renegotiating societal relations to confront the challenges and opportunities to come.

2 Methodology for country mapping

The EC, in their call for proposals for this project, have proposed to undertake a national mapping exercise that, together with a piloting scheme and transnational learning activities will lead to setting up or reinforcing a national competence centre for social innovation. Specifically, the mapping shall draw

> *... a comprehensive overview of the social innovation ecosystem synthesising the visions, needs, opportunities and priorities of relevant social innovation stakeholders and promoters, in order to produce a shared strategy and action plan for boosting social innovation in a Member State, including under the ESF+;* (EC, 2020b, p. 6)

This chapter of the working paper presents the methodology proposed for the mapping in the countries.

2.1   Definition of the object of the mapping

The analysis is to map the national ecosystem. In line with the definitions provided in chapter 1 and summarized in Table 4, the analysis shall therefore capture the space between the individual projects and the general regulations via legislation and policy, in order to describe the multi-stakeholder interaction that follows the social innovation initiatives throughout from conception to upscaling and system change.
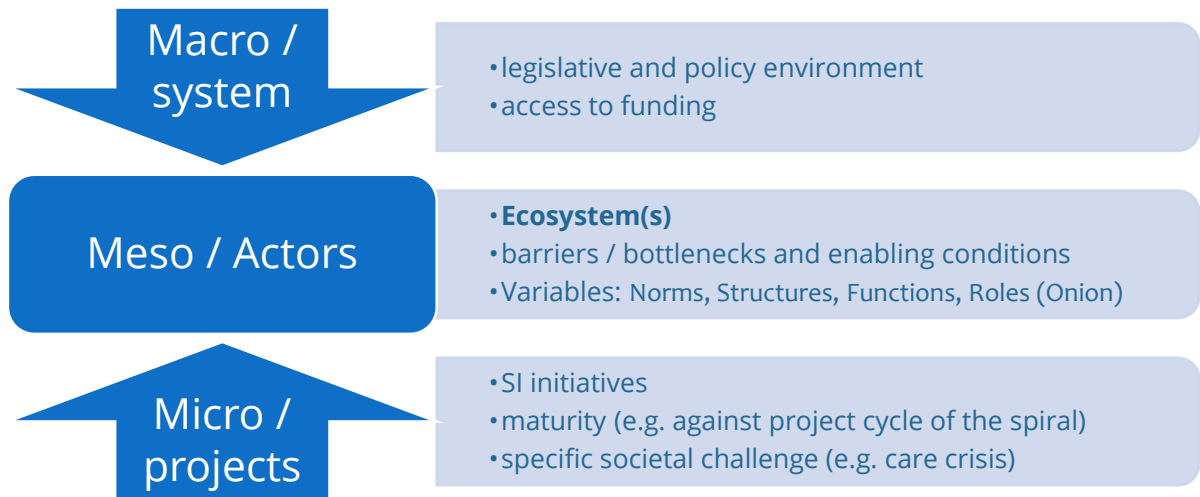
The inquiry is based on the logic of **project-actors-system**.[7] In the literature, this distinction has been treated as well under the terms of individual-organizational-regional/national (Spila et al., 2016), or else micro-meso-macro (Jessop et al., 2013). This logic is illustrated in Figure 4.

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[7] as exposed in the Description of Action (DoA) of the project

Figure 4: Situating "ecosystems" between macro context and particular initiatives

Macro / system
- legislative and policy environment
- access to funding

Meso / Actors
- **Ecosystem(s)**
- barriers / bottlenecks and enabling conditions
- Variables: Norms, Structures, Functions, Roles (Onion)

Micro / projects
- SI initiatives
- maturity (e.g. against project cycle of the spiral)
- specific societal challenge (e.g. care crisis)

The scope of the inquiry is to be reduced to (1) mature social innovation initiatives, (2) in the realm of social services, (3) with a significant involvement of public actors.[8]

The mapping faces a trade-off between breaths and depth. While the term of "map" insinuates capturing the totality of all action, the methodology shall not get lost in a quantitative registering of initiatives with the aspiration of complete coverage. This is illustrated in Figure 5.

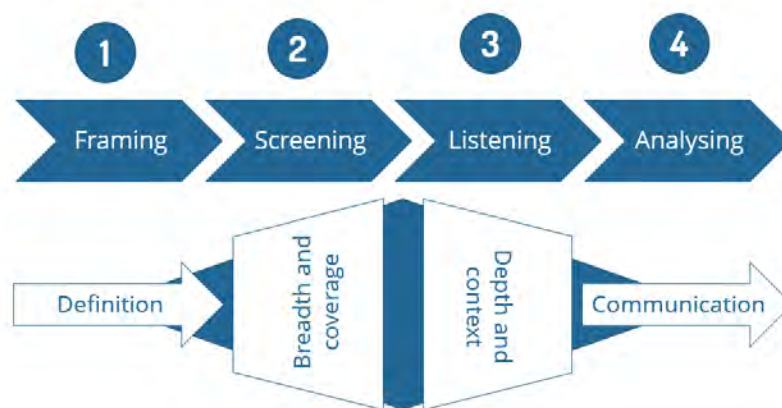Figure 5: General design of the mapping

Figure 5 shows that, after the definition and framing step, there is a phase oriented towards *registering* and *screening* projects in order to get a sufficient set of

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[8] Pending to further development on definition of "mature", inclusion of "not-so mature" or "failed" projects. Likewise, definition of "significant involvement" to be operationalized.

initiatives. This is geared towards quantity and towards covering the territory. However, no in-depth analysis can be developed for these. This only happens in the third phase, which is dedicated to *understanding* the SI ecosystem. After selecting three to six cases, these will be submitted to a participatory process of sense-making and reconstructing the process including the main actors within the ecosystem.

It is important to consider that the budget foreseen for this exercise in all countries (20 working days) requires a very strategic use of the resources.

2.2 Key steps in the mapping process and timeline

For the research process, the steps are proposed as depicted in Figure 6. First, there shall be a process of adaptation of the general *inquiry question* and the specific delimitation to the national context, together with a sighting of existing literature and a definition of participation strategy. The second phase consists in the *registration* and *screening* of a number of selected SI projects. The third phase selects three to six projects and undertakes a more in-depth inquiry into their respective ecosystems. The fourth phase is the production of a background document that can convey the findings.

1 Framing
- Reaffirmation and adaptation of the research question
- Legislative and policy review
- **Nov 2021**

2 Screening
- Definition of criteria for screening
- Collection of projects and selection of cases
- **Nov-Dic 2021**

3 Listening
- Indepth analysis of three-six cases
- **Jan-Feb 2022**

4 Analysing
- Writing up of a consistent narrative on SI ecosystems
- **March 2022**

The participation mechanisms to reach out to a wider constituency of SI actors[9] shall be mobilized to cross-check the inquiry question, feed SI initiatives into the process, and validate the findings. To that end, a structured communication is needed to convey clearly what role the wider stakeholder environment is expected to take on and where they can contribute specifically. It is proposed that the stakeholders will be (1) consulted about the inquire question, (2) invited to register and describe SI initiatives, and (3) comment on the draft version of the background paper.

The detailed timeline of the overall process is depicted in Annex 4: Timeline for the research process.
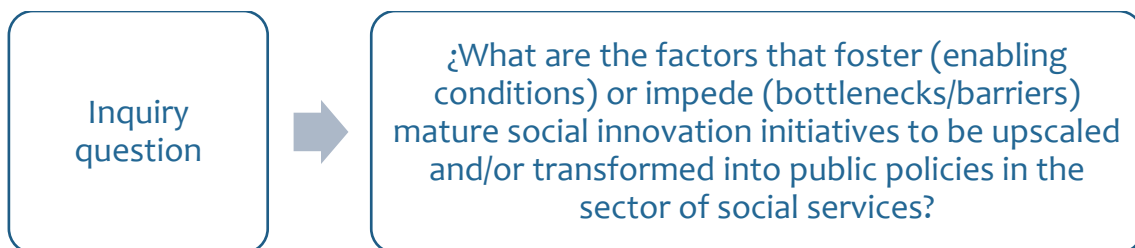
2.3 The research process step by step

This section gives guidelines on how to undertake the research process. However, according to the country context, the process might be adapted.

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[9] As established in WP1.4 of the BuiCaSuS DoA and the section 6.2 of the Inception Report

Step 1.1 - Framing of the inquiry question

Figure 7 presents the general inquiry question. At country level, this first phase is the process to adapt the general inquiry question to the setting of the MS and to delimit to the national context. This adaptation shall be cross-checked with the consortium and the WP lead.[10]

Figure 7: General inquiry question

Inquiry question

¿What are the factors that foster (enabling conditions) or impede (bottlenecks/barriers) mature social innovation initiatives to be upscaled and/or transformed into public policies in the sector of social services?

The framing of the inquiry question is a key decision. While the question shall be common to all four exercises, certain adaptation to the national context shall be foreseen.

Likewise, an outreach strategy to include SI actors to make the screening as participatory as possible will be devised by the national research coordinators, as best fitted to the respective country environment.

Step 1.2: Scoping literature and previous mapping exercises

In this phase, a light revision of the legislative and policy environment of social innovation shall be provided. Therefore, the scoping of the existing literature and previous mapping exercises will be undertaken in order to inform and shorten the overall exercise. The literature review shall answer the following questions:

- Does the country, or subnational entities, have an explicit legislation or policy on social innovation? How is this institutionally anchored?
- Are there specific support structures to SI initiatives, supported by public policy and finance? Has the government – and specifically the ESF managing authority – mandated organizations to facilitate processes of conception,

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[10] As operational definition of the "maturity" social innovation initiatives we propose "In the framework of the innovation spiral, depicted in Figure 1, this refers to the step 6. It builds on the existence of a mature social innovation project that has been conceived, piloted, tested, systematized, and, at best, evaluated"

prototyping, systematization, upscaling, financing, evaluating etc. of SI initiatives?

- As the literature identified the challenges, strengths, and bottlenecks of the National ecosystem(s)?
- Has a mapping of SI initiatives been undertaken in the past? What has been the methodology and research focus? What are the findings?

The data gathered during this process might inform both the orientation of the inquiry (step 1.1), the conduct of the registering (step 2.1) and the formulation of findings (step 4).

Step 2.1: Registration of SI initiatives

In the second phase, the overall process is divided into three steps, namely registration, screening, and case selection. This is shown in Figure 8.

Figure 8: Step 2: Screening and registering of cases
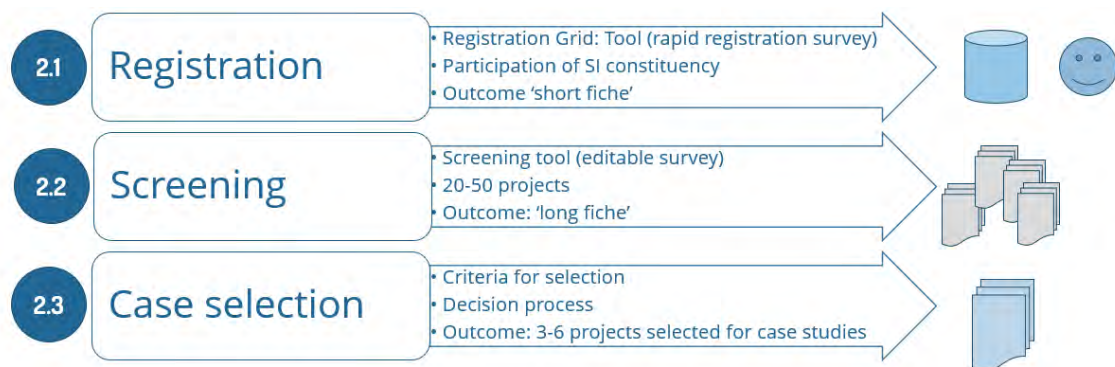
The first step (2.1) – "**registration**" – provides for a rapid registration of SI initiatives. The outcome is a list of 'short fiche' (index cards) with key information on SI initiatives.

The registering will be undertaken with the participation of the respective SI constituency. The web-based questionnaire is short with mostly closed questions and should take no more than 5-10 minutes for completion. It aims to give the opportunity for a rapid registering by the following sources:

1. By actors from the the SI constituency that has been mobilized to collaborate
2. By the BuiCaSuS local staff, based on a listing of past projects funded by ESF funds, to be provided by the ESF managing authority.
3. By the BuiCaSuS local staff based on the literature review and web-search.

The invitation and questionnaire are replicated in Annex 1: Invitation and registration form.

A digital tool will be used to compile the data.[11] On the BuiCaSuS webpage, there will be a landing page in the respective languages, from where on the surveys can be accessed. This link can be distributed in newsletters and via email.

Step 2.2: Screening of initiatives

Once cases are registered, a selection of these will be submitted to further inquiry. The **Screening** of initiatives aims to extend the "short fiches" and enrich them with more qualitative dimensions. Conceptually, the screening grid is informed by the above discussions in chapter 1 and loosely follows the checklist developed by EAPN for identifying and implementing good social innovation practices (EAPN, 2016). The extended questionnaire for the "long fiche" is replicated in Annex 2: Questionnaire for the screening phase.

The selection criteria which initiatives are to enter into this second round (that is the decision which projects from the short fiche list will be extended to a long fiche), are both substantial and pragmatic. They will be applied by the researcher at country level. Amongst these are

1. **Novelty**: The perceived novelty and potential of the innovation: Is it something disruptive and ground-breaking?
2. **Maturity:** The maturity of the initiative: Has the initiative undergone a pathway after the conception of the idea, including prototyping, testing, access to finance, systematization of experiences, documentation of results, evaluation, upscaling etc?
3. **Complexity**: The degree of multi-stakeholder interaction and the potential to understand the ecosystem, it is embedded in: Is it an initiative from which an understanding of the wider context can be deducted?
4. **Access to information**: Can further information, whether in writing or via interviews, be accessed? Are project staff available to participate in filling in the project-fiche (step 2.2) and in the case study phase (step 3).
5. **Diversity of project:** Does the overall selection cover different approaches, regions, and sectors?

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[11] Each country team is to use the tool of its own choice.

The screening grid for the second phase of the country mapping aims to capture the SI initiatives in more detail in a collaborative process via an editable questionnaire. The questionnaire and instructions are replicated in Annex 2: Questionnaire for the screening phase.

The screening entails several open questions in a questionnaire that could take up to one hour to fill in meticulously. The owners or promoters of the SI initiatives will be asked to take charge of this contribution. The country researchers will assist in filling in the questionnaire and stand by for any clarification.

Technically, the extended questionnaire will be offered in an online interface, to deepen the key information captured in the 'short fiche' for its extension into a 'long fiche'. A 'pack' will be prepared that explains the purpose, the task and details all the questions, to advance the response in offline mode. This 'pack' can be uploaded to the project´s website in the respective languages. An individualized link will allow for filling in the questionnaire over a period of time, including saving the entered data before submitting.

Step 2.3: Case selection

After compiling the detailed information on the SI initiatives in the 'long fiche', these will be analysed to select three to six cases that will (I) allow to understand the dynamics in the respective ecosystem that help and hinder to upscale (suitability), and (II) that amongst themselves provide for sufficient contrast in order to extrapolate common features that allow to triangulate and deduce hypothesis at national or regional level (diversity). Table 5 defines these criteria in detail.

The selection of three to six projects for in-depth analysis via the qualitative grid as per Table 5 will be done by the country researchers in a process of rapid examination, following the two criteria of suitability and diversity. While the criteria are explicit, a fully objectifiable mechanism cannot be aspired to due to the resource constraints of the investigation. Technically, the list of long fiches can be submitted to a process of rapid scoring against the categories, possibly by two or three project members, in order to triangulate perceptions.

Table 5: Criteria for case selection from the "long fiche" after screening

I. SUITABILITY: The individual initiative allows to understand the ecosystem	
I.1 Maturity	Initiatives have undergone a pathway along the "innovation spiral" which includes co-creation, prototyping, testing and upscaling. As an exception, projects that are perceived as promising but have failed, might be selected in order to reconstruct impeding factors.
I.2 Sustainability	Initiatives have foreseen a consolidation and/or growth strategy, including for financial sustainability
I.3 Transferability / adaptability / Scalability	Product, process or service has been documented and evaluated and measures taken to transfer to other setting or scale up.
I.4 System change	The initiatives have an explicit theory of change, pursue a transformational approach to social innovation and engage with public policies and universal service provision
I.5 Evaluability	Sufficient data is available and there is readiness by the project owners to engage in the case study process (participation in phase 3)
II. DIVERSITY: All selected initiatives represent sufficient diversity to triangulate the data for understanding the ecosystem	
II.1 Regional diversity	The initiatives come from different geographic locations
II.2 Sectoral diversity	The initiatives work in different sectors of the social services universe
II.3 Approach	The initiatives represent a diversity of social innovation approaches, related to private-public cooperation, public-social cooperation, social economy innovation and others

Step 3: Case studies

The case studies inquire into the ecosystems of the respective projects, as outlined in section 0. The methodology are semi-structured key informant interviews with visual support in an online space. Related to the inquiry question (see Step 1.1 - Framing of the inquiry question), the interview guideline asks the interviewee(s) to identify (1) key actors, (2) the competences they contribute, and (3) factors that have fostered and impeded the growth of the initiative.

Table 6 gives an overview of the workload that derives from this task, providing a minimum and maximum bracket.
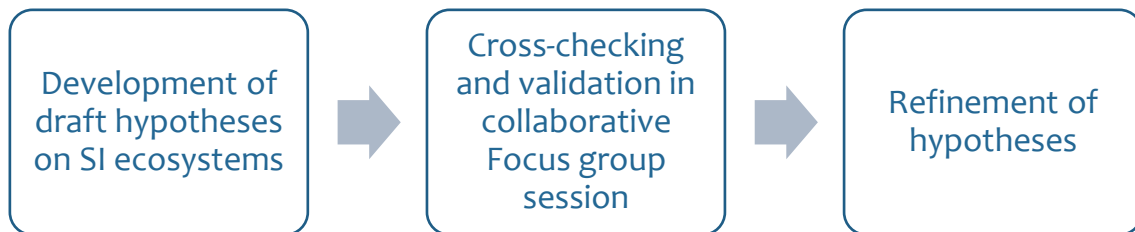
Table 6: Expected number of online interviews

	Nº of cases	Nº of interviews per case	Nº of persons per interview	Total interviews	Total participants
Min	3	1-3	1-3	5-6	5-10
Max	6	1-2	1-3	6-12	6-20

The interview guideline is detailed in Annex 3: Interview guideline for the in-depth interviews.

Step 4: Analysis of the findings

The findings will be summarized. See the guidelines of audiences and uptake mentioned in section 2.4.

Figure 9: Summary of Step 4 – validation

Development of draft hypotheses on SI ecosystems → Cross-checking and validation in collaborative Focus group session → Refinement of hypotheses

2.4 Format of product, purpose, and foreseen uptake

From the beginning, the future uptake of the national mapping shall be foreseen. The national mapping (WP2.2) is a key product of the BuiCaSuS project and, together with the policy paper in WP5.2 will receive most attention from the national SI constituencies at policy level. The national level constituency in the member states is the discursive space in which SI as practice will have to be promoted and the rigour of conceptual definitions will be contested.

In other words, this working paper on concepts and mapping methodology means to facilitate a **reflection on how the deliverable – the background paper in WP2.2 – will be used in the national context, who will be the reader, and what use he or she will make of it.**[12] In that sense, it has to link the *description* of the

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[12] The background paper (deliverables in WP2.2) is to have an extension of no more than 25 pages [word count 12,500-15,000].

national ecosystems, as expected from WP2, with the *prescription* to create a National Competence Centre on SI, as expected from WP5.

The common analytical grid shall serve for the mapping of systems (including legislative provision and public policies) and initiatives (including projects etc.), in order to get an understanding of the actors (including public and private stakeholders, as well as networks). The specific inquiry is centred on bottlenecks and implementation barriers and opportunities and drivers for change for a healthy social innovation ecosystem.

A potential table of content is provided in Table 7.

Table 7: outline for the table of content of the WP2.2 report

Item	Content	Page length
Introduction	Purpose, audience, inquiry question	1
Methodology	Captures screening and analysis process, including participatory mechanisms	2
Legislative and policy environment	Description of regulative framework that structure social innovation, recent policy action and debate, main sources of finance, monitoring and accounting mechanisms	3
Cases	Description of cases, structured by content of the innovation, stakeholder structures and interactions, reconstruction of pathway, description of impeding and fostering factors	6
Issue-centred Analysis	Will emerge from the case-study design but could entail: • Structures (political, economic, and technological imperatives) • Functions (Internal organization of the SI initiative and support from outside) • Roles (Interaction in the multi-actor environment) • Access to finance	8
Conclusions	Summarizes key finding and conveys main messages	3

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4 Annexes

Annex 1: Invitation and registration form

BuiCaSuS – Building Capacities for Sustainable Societies – is a project, funded by the European Union that aims to promote the practice of social innovation. The European Commission has charged the project to undertake a national mapping exercise that, together with a piloting scheme and transnational learning activities will lead to setting up or reinforcing a national competence centre for social innovation.

This questionnaire is the first phase of a larger process of screening and analysing the national ecosystem of social innovation initiatives. At this stage, we want to generate a list of social innovation initiatives of interest. In a second stage we will inquire into further details and will select, in a third phase, some initiatives for case studies.

To that end, we ask the wider constituency of social innovation practitioners to support the project by registering initiatives. The questionnaire takes five minutes to fill in.

We appreciate your collaboration.

Question	Type	Answer options
The person who registers the initiative		
I. Person who fills in the questionnaire	Open; Short	
II. Organizational affiliation	Open; Short	
III: Contact data (registrar)	email	
Key data of the initiative		
1. Name of the intervention	Open; Short	
2. Short description	Open; long	
3. (Social) policy field(s)	Multiple choice	Long-term care, Disabilities, Addictions, mental health, pathways to employment, children and adolescents, elderly, migration, homelessness, urban regeneration, rural regeneration, conflict

		mediation, community development [other; specify]
4. Geographical coverage	Multiple choice	Either national, or regions, or other specify
5. Stakeholders involved	Multiple choice	Third sector Community based organizations or social movements Private companies (for profit) Social economy Public administration, state level Public administration, regional level Public administration, municipal level
6. Date of foundation	year	
7. Does it still work?	Yes / no	
8. Sources of funding	Multiple choice [ranking?]	Own Private Crowd Public EU Funds Public state Public sub-national
9. Has the project received support by an organization that facilitates social innovation (incubator, advisory services, mentoring)	Yes / no	
10. What kind of support services had been received?	Multiple choice	Prototyping Access to finance Development of the intervention model Evaluation
11. Has the initiative been systematically documented and/or the intervention logic and practices been made explicit?	Yes / No	
12. Has the initiative been evaluated?	Yes / No	
13. Is Budgetary data (annual turnover) available?	Yes / No	

14. Does the project have a digital component?	Yes / No	
Contact data of the initiative		
A. Name of the contact person		
B. email C. telephone		
D. project website		
E. comment on how to contact		

Annex 2: Questionnaire for the screening phase

Introduction

BuiCaSuS – Building Capacities for Sustainable Societies – is a project, funded by the European Union that aims to promote the practice of social innovation. The European Commission has charged the project to undertake a national mapping exercise that, together with a piloting scheme and transnational learning activities will lead to setting up or reinforcing a national competence centre for social innovation.

This questionnaire is the second phase of a process of screening and analysing the national ecosystem of social innovation initiatives. In the first phase we have elaborated a list of projects.

This [detail name] project had been nominated and selected, to enter into a second phase of more in-depth analysis. In this second stage, we aim to inquire into further details and ask specifically about the purpose, the novelty, the participation and empowerment dimension, governance and sustainability aspects, and the relation to public policies. In a future third phase, we will select a limited number of initiatives for case studies.

To that end, we ask you as social innovation practitioners to support the BuiCaSuS project by describing some elements of your initiative. The questionnaire could take between half an hour and one hour to be completed.

We appreciate your collaboration.

Question	Type	Answer options
I. The person who provides information about the initiative		
I.1 Person who fills in the questionnaire	Open; Short	
I.2 Organizational affiliation	Open; Short	
I.3: Contact data (email)	email	
I.4 Contact data phone	Phone number	

II. Key data of the initiative		
II.1. Name of the intervention	Open; Short	
II.2. Short description	Open; long	
II.3. (Social) policy field(s)	Multiple choice	Long-term care, Disabilities, Addictions, mental health, pathways to employment, children and adolescents, elderly, migration, homelessness, urban regeneration, rural regeneration [other; specify]
II.4. Geographical coverage	Multiple choice	Either national, or regions
II.5 Rural/Urban	Multiple choice	Rural, Urban, does not apply
II.5. Date of foundation	year	
II.6. Does it still work?	Yes / no	
II.7. What is the impact of the initiative?	Open; long	Describe how the initiative effectively works, e.g. how it reduces poverty and improves social inclusion (or whatever explicit objective has been stated by the initiative). Does the innovation practice contribute directly or indirectly to poverty reduction, improvement of wellbeing, exercise of human rights and life in dignity? On what level does the impact unfold: on the individual level, or at the level of the group, community or society.
II.8.a What is the innovation? What is the main nature of the innovation? Explanation of the question: The innovative practice could introduce some novelty in one or more of the following aspects:	Multiple choice	(a) **New need:** Identification of a new need that was not previously met through services or products. (b) **New product or service**: Provision of a new product or service that satisfies real needs (individual, collective, community, new or old ones). (c) **New method**: New methods of doing things (producing, delivering services), which can include new technologies, or new forms of organisation, or new relations. (d) **New actors:** New actors are involved in innovation initiative, which were previously not engaged.
II.8.b What is the innovation? Describe the type of novelty the initiative!		Explanation of the question: The innovative practice could introduce some novelty in one or more of the following aspects: (a) **New need**; (b) **New product or service;** (c) **New method**; (d) **New actors.**

II.9. Is Budgetary data (annual turnover) available?	Yes / No	
III.10 Annual turnover	2017 2018 2019 2020	
III. Participation, empowerment, accountability		
III.1. Profile of lead organization: Which category describes best your organization?	single choice	Third sector Community based organizations or social movements Private companies (for profit) Social economy Public administration, state level Public administration, regional level Public administration, municipal level
III.2. What additional stakeholders are involved?	Multiple choice	Third sector Community based organizations or social movements Private companies (for profit) Social economy Public administration, state level Public administration, regional level Public administration, municipal level
III.3.a How were users empowered, communities strengthened or CSOs capacitated and strengthened	Open	Explanation of the question: Empowering users. How does the initiative support and stimulate empowerment while responding to users' needs? Is a bottom-up approach pursued? How is ownership amongst user (groups) ensured? Is it participatory or at least responsive to users' needs? Was it generated from ideas of CSOs or citizens? If the practice is introduced 'from above' (by decision of the authorities), how has bottom-up ownership been generated? Was support given to adjust to the needs and context of the community.?
III.3.d How communities strengthened?	Open	Strengthening communities. Has the initiative increased the social capital by bringing new actors to the scene, building new partnerships and alliances, transforming social relations in a way

		that maximizes the participation of users/beneficiaries?
III.3.c How CSOs capacitated and strengthened?	Open	Empowering CSOs. Has the initiative raised the reputation and influence of civil society organisations, improved their capacity, created new leaders, enabled more power for CSOs to advocate for improved social policies overall?
III.4 Accountability and communication.	Open	Is the initiative transparent, and ensures visibility in the community? Are there mechanisms to allow feedback by end users?

VI. External support		
VI.1 Sources of funding	Multiple choice	Own; Private, Crowd; Public EU Funds; Public state Public sub-national
VI.2 Percentage of funding	fields	Own; Private; Crowd; Public EU Funds; Public state; Public sub-national
VI.3 Support services -	Yes / no	Has the initiative received support by an organization that facilitates social innovation (incubator, advisory services, mentoring)
VI.4 Support services- Which kind?		What kind of support services had been received? Describe the process of technical advice and the kinds of support services

V. Learning, quality assurance, evaluation, digitalization, and sustainability		
V.1 Has the initiative been systematically documented and/or the intervention logic and practices been made explicit?	Yes / No	
V.2 Please provide a link or upload a document of the systematic documentation (manual, protocols, etc.)		
V.3. Has the initiative been evaluated?	Yes / No	
V.4 Please provide a link or upload a document of the evaluation		
V.5 Learning and adaptation		During the life cycle, has the initiative dropped certain approaches or actions and taken on others over time? Please describe…
V.6 Does the project have a digital component?	Yes / No	

V.6 Please describe the digital component		
V.7 Sustainability.		Are measures taken to make the initiative last over time? Which ones? How will necessary resources be generated in order to maintain the action over time?

VI. Upscaling, system change, and relation to public policies

|		
VI.1. Transferability / adaptability. Has the project been upscaled or transferred? Is it meant to?		Explanation of the question: Does the initiative impacts beyond the single case where it was generated? Does it offer possibilities to be transferred, adjusted to other groups or contexts, and to create greater impact? Is there a strategy to reproduce, adapt, transform the initiative's process, service, or product in order to change in the scale while maintaining the core novelty?
VI.2. System change and cultural change. Does the initiative contribute to positive changes in attitudes, mindsets, and values?		Explanation of the question: Does the initiative (mean to) increase awareness on social problems, on opportunities to improve inclusion, on benefits from increased wellbeing and better integration of vulnerable groups? Does it bring changes in values, norms, perceptions of others, decreasing the social distance between groups, while fostering solidarity and cohesion?
10. Relation to public policies and universal services. Does the initiative coordinate with and complement universal public services?		Explanation of the question: What is the relation of the initiative with comprehensive and universal public service provision?

Annex 3: Interview guideline for the in-depth interviews

The interviews will be held in online videoconferences format, supported by a whiteboard tool.[13] One or two researchers ask questions and capture the responses with digital post-it tags in a pre-prepared canvass (Figure 10). The interview will be recorded.

Taking into consideration the specifics of the initiative that have been gathered via the screening survey in step 2, the interview is meant to make sense of the ecosystem and its actors and respond to the inquiry question. It follows a three-step approach, (1) starting with a description of the main actors, (2) a mapping of their roles and competences according to a basic grid, and (3) an identification of fostering and impeding factors for mature social innovation initiatives to be upscaled and/or transformed into public policies in the sector of social services.

Figure 10: Interview canvass for video-interview and collaborative ecosystem mapping
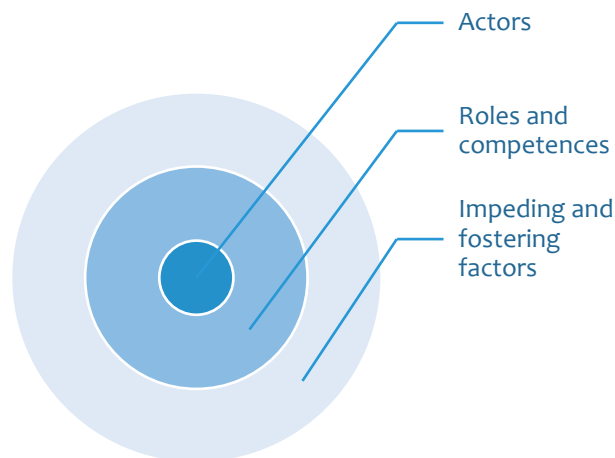
Interview step 1: main actors

Who have been the main actors in the development and consolidation of the initiative? Please think beyond the immediate beneficiaries and implementors and include those that are part of the wider environment and have the power to nurture, slow down or repurpose the initiative.

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[13] E.g Whiteboard

Interview step 2: roles and competences

Which of the following roles and competencies were performed over the life-course of the project from the different actors? Specify their respective contribution and how the interaction unrolled.

1. Entities and initiatives that focus on research on social problems and new solutions (with an emphasis on the community perspective).
2. Entities and initiatives that focus on co-creation and co-design processes.
3. Entities and initiatives focusing on prototyping (community initiatives, new social services, public-private partnerships, start-ups and new regulation)
4. Entities and initiatives focusing on upscaling
5. Entities and initiatives that focus on ecosystem management, evaluation, communication, and financing.

Interview step 3: fostering and impeding factors

What are the factors that foster (enabling conditions) or impede (bottlenecks/barriers) the social innovation initiatives to be upscaled and/or transformed into public policies in the sector of social services?

Annex 4: Timeline for the research process

Table 8: Detailed timeline of the mapping process

Step	Process	Date
0	*Approval of the methodology - TST*	*05/11/2021*
1.1	*Adaptation of methodology and inquiry question to MS context*	*18/11/2021*
1.1	*Feedback on inquiry adaptation to TST and WP lead*	21/11/2021
1.1	*Stakeholder outreach and involvement strategy released*	19/11/2021
1.2	*Literature review: bibliographic work and summaries*	03/12/2021
2.1	*Launching of registration tool*	22/11/2021
2.1	*End of registration*	03/12/2021
2.2	*Launching of screening tool*	08/12/2021
2.2	*Closing of elaboration of screening 'fiche'*	13/01/2022
2.3	*Case selection*	14/01/2022
3	*Contacting 'owners' or 'promoters of the initiatives*	17/01/2022
3	*Case studies conducted*	18/02/2022
4	*Draft report with hypothesis*	25/02/2022
4	*Stakeholder cross-check and validation session*	04/03/2022
4	*QA with WP lead and TST*	11/03/2022
4	*Final report*	18/03/2022

BuiCaSuS | Building Capacity for a Sustainable Society

"BuiCaSuS is a transnational project aimed to strengthen the capacities of national competence centres for social innovation. Partners come from Spain, Sweden, Latvia, and France. It is one of six consortia funded by the European Commission. Amongst its tasks is to map current social innovation systems, support piloting and upscaling schemes, foster transnational learning on tools for innovation, and develop policy propositions for National competence centres."