



JOINING THE DOTS...

## INNOVATING SOCIAL INNOVATION

### State of the Art Workshop for organisations working with marginalised young people

#### What is 'Share My City' (SME-City)?

It's a project funded by the European Commission under the 'Prevention of Crime' programme. Its main objective is to develop a European network to explore new ways of understanding and working with conflict, crime and anti-social behaviour in our inner cities. The project works in three EU cities: Perugia (IT), Valladolid (SP) and London (UK). The UK partner is Arcola Research, an independent research organisation based in Hackney, London.

#### What is 'Innovating Social Innovation'?

It's the second of two 'sister' action research activities being run by the SME-City project in Hackney. These two activities form the third – and final – phase of the SME City project.

In Phase 1 we researched crime and disorder in city centres from the diverse points of view of all sections of the community – looking at the problem through the eyes of young people, residents and workers, business-people, tourists, politicians and police. We also collected and analysed data on crime and anti-social behaviour in six different inner city locations. The research produced some key findings about patterns of crime and anti-social behaviour, the factors that contribute to conflict in inner cities, and how conflict might be reduced

In Phase 2 we used the results of the research to consult with over 250 people from a wide range of agencies and groups in the community – including the Council, the police, residents associations, youth organisations and local businesses. We then ran four Community Workshops (Consultation Syndicates) with different groups in Hackney. We followed up these workshops with some individual interviews. This work came up with some ideas for 'action research pilots' to reduce conflict, crime and anti-social behaviour in Hackney.

In the current phase – Phase 3 – we have selected two of the most promising ideas and are now putting them into practice in two 'action research' pilots.

- Pilot 1 – 'Strani Eventi' (Strange Events) – involves a community festival in Gillett Square, Hackney. The main objective of the festival is to encourage greater diversity and shared use of what is nominally a public space in Hackney, but which in practice has largely been given over to the activities of Dalston's 'night time economy'. The aim is to explore whether and in what ways these kinds of spaces can be opened up to a broader spectrum of the community, and whether different 'uses' of space can co-exist.
- Pilot 2 – 'Innovating Social Innovation' is aimed at 'intermediaries' and other actors who work directly with community groups – particularly young people - to reduce social exclusion

and develop community cohesion. This pilot aims to contribute to increasing the effectiveness of these intermediaries by delivering a short, but intensive, learning programme. The programme draws on the latest research and practices from the European Union and beyond to provide an immersive experience in the field of social innovation.

### **The ISI programme in a nutshell**

ISI integrates a range of research projects that have been carried out over the past five years under various European Union initiatives and presents and applies the results in interactive workshops. The projects are summarised in the box below.

#### **The research projects**

**'MAPICT** - mapping and assessing the impact of ICT-based initiatives for the inclusion of youth at risk' (commissioned by the EC's Institute for Prospective Technological Studies – IPTS)

**'LINKS-UP** – innovation for social inclusion' (funded under the EC 'Lifelong Learning' programme)

**'MMTSO** - measuring the social impact of grass-roots organisations' (commissioned by the EC's Institute for Prospective Technological Studies – IPTS)

**'ISIS** – social innovation services for the active inclusion of young people' (commissioned by the EC's Institute for Prospective Technological Studies – IPTS)

**'IGUANA** – developing organisational intelligence for innovating organisations' (funded under the EC 'Lifelong Learning' programme)

The 'so what' is that the ISI programme provides access to a unique body of theoretical and practical knowledge that has been specifically valorised and tailored so that organisations working in the field of social inclusion for young people can benefit from the knowledge. Here's how.

- **New knowledge.** The workshop presents the results of over 150 'good practice' cases of social innovation for marginalised young people. These cases have been profiled and analysed to reflect current 'state of the art' in the field. Participants can get up to date with the latest methods and techniques that are being used.
- **Success factors.** The research shows 'what works, for whom, under which circumstances'. Workshop participants can apply what has been learned from real-world practices to add value to their own practice.
- **Technologies.** The workshop has a particular focus on 'new technologies' as a catalyst for social innovation. Participants can explore what these technologies can do and what they can't.
- **Evaluation.** The research looked in particular at impacts assessment in social innovation. Participants can learn about the most effective ways of measuring outcomes and impacts.
- **The intelligent organisation.** The projects have developed methods and tools to support 'organisational intelligence'. Participants can work with these methods and tools to help their organisations innovate more effectively.

### **Format and content of the programme**

The ISI programme is delivered in interactive workshops. The first workshop will be delivered on Monday 15<sup>th</sup> December, 2014. This workshop focuses on three key themes:

- **Theme 1 – 'Navigating the Landscape'.** The focus of this theme is on immersion in the current state of the art in social innovation for marginalised young people. Presentations will review theory and practice in the field; good practice case examples of social innovation; key findings and key messages from the evidence base. Small group interactive sessions will engage participants in applying the results to their own practices.

- Theme 2 – ‘What works?’ The focus of this theme is on success factors, barriers to success and impacts assessment. A presentation will identify what works under which conditions, drawing on the learning from good practice cases and will review methods and techniques used in evaluating social innovation. Small group interactive sessions will engage participants in applying the results to improve their own service delivery and evaluation approaches.
- Theme 3 – ‘Developing Organisational Intelligence’. The focus of this theme is on supporting organisational innovation in the field of services for marginalised young people. Presentations will cover the ‘IGUANA’ organisational innovation approach. Small group interactive sessions will engage participants in applying the IGUANA organisational intelligence self-assessment tools to identify ways in which their organisations can further develop their innovation capacity.

Additional workshops, based on the preferences expressed by participants in the first workshop, will be delivered if required.

### Who will benefit?

The ISI programme is aimed at organisations and practitioners who work in community development. It particularly aims to support organisations who work with marginalised young people. The programme structure and content is organised along ten ‘special interest areas’ (SIAs). These reflect particular practitioner roles and interests. The good practice cases covered in the programme have been selected to provide examples of transferable learning for these SIAs. The ten SIAs are shown below, together with examples of some of the good practice cases that will be covered in the workshop.

### Special Interest Area      Good practice case example

Crime and anti-social behaviour

HERO (EU) – health and educational support for the rehabilitation of offenders



Counselling and personal development

Cyberhus (DK) – on-line counselling and mentoring



Education and training

TRIO (IT) – vocational training and certification of informal competences



Transitions to work

Tasksquad (UK) – short-term, flexible, paid work opportunities for 18 -25 year



Young entrepreneurs

Apps for Good (UK) – Android apps for social innovation



## Identity and Culture

Roots & Routes (NL) – creative and media industries for ethnic and immigrant youth



## Crowdsourcing and crowdfunding

Goteo (SP) – micro-donations to support social change



## Innovating client services

MOMO (UK) – collaborative case working in youth services



## Alternative social services

Kafka Brigade (NL/UK) – eliminating bureaucracy in service delivery



## Building community cohesion

Conecta Joven (SP) – inter-generational learning in community development



## What does it cost?

The ISI workshop is free of charge. The programme is funded under the EC 'Prevention of Crime' programme.

## When and where does the workshop happen?

The kick off workshop will run on Monday 15<sup>th</sup> December at the Tavistock Institute, 30 Tabernacle Street, London EC2A 4UE. It starts with a buffet lunch at 1 pm and finishes at 5.30 pm.

## How do I participate?

Contact Dr Joe Cullen, the SME City UK project Director, by e-mail:

[jcullen@arcola-research.co.uk](mailto:jcullen@arcola-research.co.uk)

## Further information

To find out more about the SME City project in general, visit the web-site at

<http://sharemycity.org/progetto.php>

For specific information on SME City in London, click on the 'LONDON' button in the left hand screen of the Home page.