

RaiSE

***Enhancing social enterprises competitiveness through
improved business support policies***

Project Meeting Report

Bologna, Italy
20-22 November 2017

Overview of the project meeting in Bologna

Monday 20 Nov 2017 – Official welcome & Steering Committee Meeting

RaiSE Project Partners from ERVET (Roberta Dall'Olio, Claudia Ferrigno and Alessandra Medici) **welcomed RaiSE partnership and regional stakeholders** in the HQ of Emilia-Romagna Economic Development Agency Ltd (Via G. Morgagni n°6, Bologna, Italy).

Presentation of the six Studies on the Social Enterprises Ecosystem

The first part of the steering committee meeting was devoted to present the six studies on the social enterprises ecosystem, one of the main activities that the partnership will carry out during the **exchange of experiences** process and that will be used, together with the good practices, to develop the six action plans.

- Paula Santarén (ACCIÓ) presented results of the Study on the Social Enterprises Ecosystem in **Catalonia**.
- Mária Baracsi (IFKA) presented the main outcomes of the Study on the Social Enterprises Ecosystem in **Hungary**.
- Brendan Whelan (stakeholder – WestBIC) outlined the Study on the Social Enterprises Ecosystem in **Ireland**.
- Rick Rijdsdijk (stakeholder – Scottish Enterprise) explained the Study on the Social Enterprises Ecosystem in **Scotland**.
- Alessandra Medici (ERVET) introduced the Study on the Social Enterprises Ecosystem in **Emilia-Romagna**.

Stefan Philipp (ZSI) presented the preliminary results of the **interregional analysis**, which mission is to map the social enterprises ecosystem in the different regions and to develop a shared analysis of gaps, strengths and opportunities for policy change.

The six studies on the social enterprises ecosystem and the interregional analysis will be available soon in the Library section of RaiSE website:

<https://www.interregeurope.eu/raise/library/>

The second part of the steering committee meeting, about **internal management of the project**, was led by Alicia Blasco and Paula Santarén (ACCIÓ):

Project management

- The main activity for 2018 will be the Good Practices Guide: each project partner will select and prepare 2 good practices. Each project partner has to organise the regional stakeholder meetings too (one per semester).
- Project meetings for 2018:
 - Örebro (3-6 April 2018): preparation of the first good practice, specific workshop about good practices.
 - Scotland (Sept 2018): preparation of the second good practice, introduction of Action Plans.
- The following round of Bilateral Skype meetings, which are useful to check on project's progress and facilitate the task of writing the reports, will take place in January-February 2018.

Communication

- RaiSE Promotional video, which has been made by a Catalan social enterprise, was shown to the partnership: <https://youtu.be/hlBbu6vgzIM>.
- It was explained that RaiSE has been selected "Featured project" of Interreg Europe programme during the months of November and December 2017, which will boost our visibility. Besides, RaiSE will appear in a Massive Online Open Course (MOOC) organised by the Committee of the Regions, as an example of an Interreg Europe project.
- RaiSE website: we have had 719 sessions in 4 months. We have to reach 1.000 in 6 months, so the numbers are very good. Project Partners were asked to be active in sharing website content and sending news to "feed" it.
- RaiSE Twitter: 203 tweets (+130) and 180 followers (+64) until middle November. It is working super well.
- RaiSE YouTube: 423 views (+303) in total. Our promotional video and project meetings videos have lots of followers.
- Next steps in communication:
 - Track & send external impacts.
 - Interact with RaiSE on Twitter.
 - Section on the website "Meet the partner".
 - E-news Flash (Mailchimp): January 2018.

Dissemination

- Presentation of RaiSE in a *Seminar on Social Enterprises* (Örebro, 18 September 2017).
- Other project events:
 - *Brokerage event on Social Entrepreneurship Development* (Brussels, 12-14 December 2017).
 - *Interreg Europe Exchange of Experience event* (Sofia, Bulgaria, 25-26 April 2018).

Financial management and reporting

- Lessons learnt from Progress Report 1:
 - Office and administration costs: automatic 15% for indirect costs; stamps, paper office, pens (even for meetings) are not external expertise and services costs but office and administration; taxes or exchange rates are not eligible.
 - Summary report: its goal is to match activities with expenses. It is not necessary to report actions that don't represent a cost.
 - Costs description: every item or expense has to be explained in detail, even staff costs.
- Second Progress Report: 1 July-31 December 2017. Process for submitting it: Create Progress Report at IOLF → Fulfil expenses and all information till all tabs are marked with green tick → Send Excel to Lead Partner → Send Progress Report to FLC → FLC validates Progress Report → Partner submits Progress Report to Lead Partner through IOLF.
- The internal deadline for submitting to the Lead Partner the second report already validated by the FLC is 1 March 2018. The Excel has to be sent to the Lead Partner just before submitting the report to the FLC.
- ACCIÓ, as Lead Partner, has to send to the Joint Secretariat the Joint Progress Report on 28 March 2018 at the latest.

Exchange of experiences: Good Practices Guide

Stefan Philipp (ZSI) and Paula Santarén (ACCIÓ) explained in detail the **methodology and structure** of RaiSE Good Practices Guide to the partnership:

- RaiSE Good Practices have to be identified during the exchange of experiences and located in the partnership area. All of them must be under RaiSE topic (*enhance competitiveness of social enterprises*) and come from project partners and/or stakeholders.
- The Good Practices identified will be used to develop two different “products”:
 - **Interreg Policy Learning Platforms**: they are a transversal tool to share Good Practices within Interreg community, following a standard template provided by Interreg Europe. As the Platform is already working, an example of a good practice introduced in the Platform was shown.
 - Every Good Practice identified during the exchange of experiences must be submitted to the platform by the “owner” of the Good Practice, using a standard template provided by Interreg Europe.
 - **RaiSE Good Practices Guide**: methodology developed by each project. Project partners already received the methodology, jointly developed by ZSI and ACCIÓ, before the meeting.

- Structure of RaiSE Good Practices Guide will be as it follows:

Each Good Practice = 3 pages, format A5

<p>INTRODUCTION OF THE INSTRUMENT</p>	<p>IMPACT CREATED <i>Optional: graphical material</i></p>	<p>“SUCCESS STORY” <i>How the policy helped this enterprise? Personal experience, interview, nice example... (+ photo)</i></p>
<p>DESCRIPTION OF THE PROBLEM TACKLED</p>	<p>WHY IS THIS A GOOD PRACTICE?</p>	<p>FACT-BOX <i>Name of the intervention Objective Nature of intervention Time of implementation Costs Outcome Transferability (high/medium/low)</i></p>
<p>SPECIFIC OBJECTIVE & INTERVENTION LOGIC</p>		

- Selection criteria: 1. Thematic transferability; 2. Technical transferability; 3. Evaluation; 4. Outcome. Besides, additional questions were provided to help selecting the practice (*the questions can be found in the methodology guide*).
- Next steps:
 - The first Good Practice has to be submitted to ZSI and ACCIÓ before 15 February 2017.
 - Each project partner will present the Good Practice in Örebro meeting (3-6 April 2018).

Finally, the partnership talked about the workshop that would be held on the 12-14 December 2017 in Brussels, the “**Brokerage event on Social Entrepreneurship Development**”, jointly organised between three Interreg Europe projects focused on social enterprises: RaiSE, SOCIAL SEEDS (led by IFKA) and SOCENTSPAs. Project partners were encouraged to check the event’s webpage (<https://social-entrepreneurship-development-brokerage.b2match.io/>) and to participate in the event.

(Presentations available on FileZilla)

Tuesday 21 Nov 2017 – Study visits

Project Partners and regional stakeholders visited together the following SE of Emilia-Romagna region, and exchanged knowledge and expertise with them:

- **Società Dolce** (www.societadolce.it): a social cooperative that delivers health, social and educational services.
- **Filonido** (www.societadolce.it/nidi/): a municipal and inter-companies nursery with seats reserved for the employees' children.
- **Arca di Noè** (www.arcacoop.com): a social cooperative that works with social and labour inclusion of immigrants and refugees.
- **Splendor Social Laundry - Open Group Soc. Coop.** (www.opengroup.eu): a productive activity of Open Group Soc. Coop. with the added value of creating positive social effects on the community in terms of social and working inclusion of disadvantaged people.
- **Il Girasole** (www.coopgirasole.it): a social cooperative mainly focused on first reception and integration of asylum seekers and migrants.
- **Dimora d'Abramo** (www.consorziromero.org/dimora_abramo.html): a social cooperative mainly focused on first reception and integration of asylum seekers and migrants.

Wednesday 22 Nov 2017 – Interregional Workshop and Networking

“Public procurement and social enterprises”

In the first part of the day, project partners and stakeholders were divided into **three networking tables**, to discuss about three different topics:

1. **Health, social and educational services (childcare, elderly, disabilities, recovery from addictions).** The group was composed by public and private social operators and addressed the following topics: internationalization of social enterprises (how to promote it? Which kind of public and private commitment should be put in place?), technological innovation as a useful tool for qualifying the skills of the social enterprises' employees, social impact, specific support policies for social enterprises, social enterprise's legal framework in Italy after the promulgation of Third Sector Reform.
2. **Social and working inclusion/hosting and integration of asylum seekers and immigrants.** Each participant showed: main activities carried out in the field of migration; participation in EU networks and in EU projects (AMIF, ESF); collaboration with other EU actors; collaboration with local/regional/national authority (e.g. service delivering). Expressed desiderata: collaboration with other

stakeholders (i.e. labour agency, companies, labour unions, public administration) to favour job integration of migrants and refugees; join a network (consolidated) of international and local - public and private - stakeholders to participate in European calls about migrants and refugees; technical assistance to better understand calls about migrants and asylum seekers.

- 3. Productive activities and new opportunities.** The group talked about new business opportunities, how to measure social impact, how can technological innovation help social enterprises, how to internationalise a social enterprise and which is the legal framework of social enterprises and their relationship with the public administration in each region. Partners and stakeholders underlined as well their interest in sharing experience in order to know and confront each other with similar realities in Europe.

After a coffee break, all the group came back together for the **workshop “Public procurement and social enterprises: regional experiences in Europe”**:

- 1. Public Procurement: Emilia Romagna Regional framework.**

Cinzia Ioppi, Emilia-Romagna Region

Policies for Hospitality, Social Integration and Third Sector Service

Cinzia Ioppi presented the guidelines on Public Procurement introduced by the Emilia-Romagna Region, which main purpose is to provide local authorities and their relevant institutions, companies and economic operators a set of clear operating instructions on the procedures for the assignment and delivery of services in the relation between P.A. and social cooperatives. Moreover, she addressed the related topic of Co-design, an operational tool with the aims of supporting PAs and local stakeholders in taking innovative forms of relation in the creation or re-definition of services, by adopting administrative procedures that can facilitate/support such relational and operational processes.

- 2. Round Table “How is the relationship with the Public Administration changing in Europe?”** The point of view of social enterprises and associations:

- **Beyond the Public Procurement: the co-design. Social Cooperatives perspective.**

Alberto Alberani (representing the Emilia-Romagna Cooperatives Associations)

Starting from an overview of the social cooperatives diffusion in Italy and Emilia-Romagna, Alberto Alberani pointed out how Public Procurement guidelines introduced by the Emilia-Romagna Region represents an innovative tool in the relation between PAs and social enterprises underling also that they will stimulates competitiveness between social cooperatives generating efficiency and innovation in the service delivery.

- **Third sector proposals to improve Catalan and Spanish legal framework on public procurement.**

Alicia Blasco (ACCIÓ, Catalonia)

- **The Scottish Approach to Collaboration.**

Leona McDermid (Aberdeen Foyer, Scotland)

(Presentations available on FileZilla)

Bologna video

The third project meeting video will be available soon in RaiSE YouTube channel:

<https://www.youtube.com/channel/UCNIY-hxB3dOj2VSKUjZr21A>

Next Steps

In the short term, the following activities have to be undertaken:

WHAT	WHO	WHEN
EXCHANGE OF EXPERIENCES		
Submit the first Good Practice, following the methodology for the Good Practices Guide developed by ZSI & ACCIÓ	IFKA, WESTBIC, SCOTTISH ENTERPRISE ERVET, ÖREBRO, ACCIÓ	15/02/2018
Review the first Good Practice of each project partner	ZSI & ACCIÓ	04/04/2018
Prepare the next project meeting in Örebro (April 2018)	ÖREBRO	04/04/2018
Organise third regional stakeholder group meeting and send agenda + signed attendance sheet + pictures + brief review to ACCIÓ	IFKA, WESTBIC, SCOTTISH ENTERPRISE ERVET, ÖREBRO, ACCIÓ	30/06/2018

COMMUNICATION & DISSEMINATION		
Organise Joint Workshop RaiSE-SOCIAL SEEDS – SOCENTSPAs	IFKA & ACCIÓ	13/12/2017
Prepare second e-news flash	ACCIÓ	31/01/2018
PROJECT MANAGEMENT & FINANCIAL REPORTING		
Organise third round of bilateral Skype meetings	ACCIÓ	28/02/2018
Submission of the second report to the LP (already validated by the FLC).	ALL PARTNERS	01/03/2018
Submission of the Joint Progress Report to the Joint Secretariat	ACCIÓ	28/03/2018

Participants List

LP – Catalan Agency for Business Competitiveness (ACCIÓ)

1. Alicia Blasco (ACCIÓ)
2. Paula Santarén (ACCIÓ)
3. Roser Hernández – Stakeholder (Directorate General for the Social Economy)
4. Asun Rodríguez – Stakeholder (social enterprise Asproseat)

P2 – IFKA Public Benefit Non-Profit Ltd for the Development of the Industry

1. Mária Baracsi (IFKA)
2. Viktória Harta (IFKA)
3. Judit Regos – Stakeholder (Szülök Háza organization)
4. László Jakubinyi – Stakeholder (Symbiosis Foundation)

P3 – Innovation & Management Centre Limited (WestBIC)

1. Seamus McCormack (WestBIC)
2. Brendan Whelan – Stakeholder (Social Finance Foundation)

P4 – Scottish Enterprise

1. Darah Zahran (Scottish Enterprise)
2. Suzanne Orchard (Scottish Enterprise)
3. Leona McDermid – Stakeholder (Aberdeen Foyer)
4. Rick Rijdsdijk – Stakeholder (Social Value Lab)

P5 – ERVET – Emilia-Romagna Economic Development Agency Ltd

1. Roberta Dall'Olio (ERVET)
2. Claudia Ferrigno (ERVET)
3. Alessandra Medici (ERVET)
4. Giuseppe Silvestris (ERVET)
5. Elisa Bottazzi (ERVET)
6. Francesca Lavagetto (ERVET)
7. Tiziana Capodiecì (ERVET)
8. Celestina Pacifico (ERVET)
9. Marco Bellucci (ERVET)
10. Sara D'Attorre – Stakeholder (ASTER)
11. Giorgia Perra (AICCON)
12. Cinzia Ioppi – Stakeholder (Emilia-Romagna Region)
13. Stefano Rimini - Stakeholder (Emilia-Romagna Region)
14. Alberto Alberani – Stakeholder (Legacoop Emilia-Romagna)
15. Doriana Togni – Stakeholder (Confcooperative)
16. Francesca Benelli – Stakeholder (Il Bettolino cooperative sociale)
17. Caterina Segata – Stakeholder (Società Dolce)
18. Sara Saltarelli – Stakeholder (Società Dolce)
19. Carla Ferrero – Stakeholder (Società Dolce)
20. Camilla Monteventi – Stakeholder (Società Dolce)
21. Anna Guzzinati - Stakeholder (Società Dolce)
22. Davide Vecchi - Stakeholder (Società Dolce)
23. Marco Calella – Stakeholder (Società Dolce)
24. Francesco Altieri – Stakeholder (Proges)
25. Alberto Cesari – Stakeholder (ISNET)
26. Francesco Camisotti – Stakeholder (Camelot)
27. Riccardo Breveglieri – Stakeholder (Forum del Terzo Settore)
28. Marco Aicardi – Stakeholder (Dimora D'Abramo)
29. Caterina Pozzi – Stakeholder (Open Group)
30. Alberto Vincenzi – Stakeholder (Open Group)
31. Giulia Bommaci – Stakeholder (Arca di Noè)
32. Massimo Mota – Stakeholder (AGCI)
33. Irene Bruno – Stakeholder (ASP Città di Bologna)
34. Gianluca Borghi – Stakeholder (ASP Città di Bologna)
35. Luana Redalié – Stakeholder (ASP Città di Bologna)

P6 – Region Örebro County

1. Anders Bro (Region Örebro County)
2. Mikael Norberg (Region Örebro County)
3. Anneli Baier (Region Örebro County)
4. Catrin Steen (Region Örebro County)
5. Sivert Gustafsson – Stakeholder (The Swedish Village Action Movement)
6. Susanna Stark – Stakeholder (Hällefors Folk High School)
7. Susanne Grundström – Stakeholder (Hällefors Municipality)

P7 – Centre for Social Innovation (ZSI)

1. Stefan Philipp – Advisory Partner