

## About INNOSERV

INNOSERV is a project developing an EU wide research agenda to evaluate innovation in the field of social services (especially for health, education and welfare services). This will help define future research activities.

INNOSERV responds to the FP7-Cooperation call FP7-SSH-2011-3 for a 'support action concerning a social platform on innovative social services.'

Answering the objectives of the call, the INNOSERV project will:

- Produce **short visual examples** combined with theoretical case studies of 'innovative' practices in the fields of health, education and welfare. These will be used to help inform discussion and debate;
- Develop a **web based 'social platform'** for continuing dialogue;
- Manage a **multi-level discussion** involving a wide range of stakeholders from research, policy making and practice communities in the EU to identify priorities for future research and development.

Publications will summarise the results of the debate and formulate future research needs.



Visit our web site: [www.inno-serv.eu](http://www.inno-serv.eu)

Contact: [innoserv@dw.uni-heidelberg.de](mailto:innoserv@dw.uni-heidelberg.de)

Anika Striffler  
Ruprecht-Karls-Universität Heidelberg  
Diakoniewissenschaftliches Institut  
Karlstr. 16  
69117 Heidelberg  
Germany

Grant agreement no. 290542



# INNOSERV – SOCIAL PLATFORM ON INNOVATIVE SOCIAL SERVICES

[www.inno-serv.eu](http://www.inno-serv.eu)



## Project Consortium

### Heidelberg University

The Institute for the Study of Diaconia/Christian Social Service (DWI) and the Centre for Social Investment (CSI)

Germany

### University of Applied Sciences

Hamburg University of Applied Sciences

Germany

### Roskilde University

Department of Society and Globalisation

Denmark

### Diakonhjemmet University College

A diaconal, Norwegian private Lutheran educational institution

Norway

### Budapest Institute

An independent think tank

Hungary

### IRS - Istituto per la Ricerca Sociale

IRS - Istituto per la Ricerca Sociale, Area Politiche della Formazione e del Lavoro, Bologna

Italy

### University of Southampton

The University of Southampton's Faculty of Health Sciences

United Kingdom

### IAE de Paris

Sorbonne Graduate Business School

France

### EASPD

The European Association of Service providers for Persons with Disabilities

Belgium

### Solidar

A European network of NGOs working to advance social justice in Europe and worldwide

Belgium

### ENIL

The European Network on Independent Living (ENIL) is a European wide network of disabled people

Ireland

## INNOSERV – Social Platform on Innovative Social Services

INNOSERV is an integrated project funded by the 7<sup>th</sup> Framework Programme of the European Commission which deals with innovation in the field of social services. The project aims to establish a platform bringing together researchers, practitioners and policy-makers working on the planning and conduct of social services. Eleven organisations from nine European countries, both research institutes and membership-based organisations, are involved in the two year project.

“With the new social platform we hope to assess the latest trends in research and practice, identify knowledge gaps and stimulate research inquiry. The idea is to discuss which service offerings in Europe are innovative and what future scenarios should be envisaged.”

Prof. Dr. Johannes Eurich from Heidelberg University - project coordinator

One important function of the INNOSERV project is the use of low-threshold communication devices like short films or podcasts. These are designed to overcome communication barriers between individual research disciplines and practical application by addressing a broadly defined target group.



## Project Outputs

- Literature review on health, education and welfare sectors
- Report on literature-based criteria for innovation
- EU-wide compared selection of innovative practices collected at local level and clustering of examples
- Language-based regional cooperation with innovative practice organisations
- Production of «visual discussion materials» on innovative practice examples (short films)
- Production of theoretically informed case studies
- Feedback from stakeholder groups EU-wide
- Cross national workshops on innovative service delivery
- Preparation of a research agenda