

WORKSHOP PROGRAMME AND GUIDELINES 2015

General Information

- The **23rd European Social Services Conference** will be held in **Lisbon** from **6-8 July 2015**.
- There are **4 workshop sessions** during the conference, one session each morning or afternoon.
- **A workshop lasts 60 minutes** and runs concurrently with 5 other workshops covering a range of different topics. Please refer to the Conference Theme below for suggested topics.
- Delegates choose freely which workshops they wish to attend. Participant numbers in a workshop might therefore vary from 10 to 80!
- **Workshop booking** (for conference-registered delegates) opens in April. Delegates and Workshop Presenters can pre-book their place in 1 workshop in each session (4 workshops in total). Approximately 70% of delegates use this system – the others make their choice of attendance after they arrive at the conference.

Aims

- To present **good practice, service models or policies** that can inspire colleagues across Europe
- To stimulate **debate and exchange** of experience among participants.
- To use collective knowledge and experience to **develop new ideas** and responses to challenges

Conference Theme and Priorities

Making Connections - Improving Lives

Building partnerships for better outcomes

The imperative to provide better outcomes for people, to improve service efficiency and reduce costs has encouraged initiatives amongst different sectors and services to consider how they might work in partnership, or indeed integrate their functions to deliver better solutions to often complex social needs.

Planning, contracting and delivering a range of services to meet people's current and anticipated needs is not easy, and across Europe there is a varied and often complicated pattern of financing, forms of organisation, service culture, and governance of services.

The need for services to work together for the benefit of people with social, health, educational, housing, and employment needs therefore appears important for all levels of government and across sectors. At the same time the traditional boundaries are changing between public, non-profit, and business enterprises as new forms of public/private organisations are being developed.

Change requires vision, political will, leadership, data, technology, and user engagement because the relationship itself between services and those who use them is changing with a move towards greater participation and responsibility in care planning.

As people increasingly connect with each other using a wide range of mobile technologies, how should government and industry develop solutions to plan, measure risk, assess needs, share data, and measure outcomes?

The Lisbon conference will explore the evidence and experiences in service and sector cooperation and what this means for people's lives, service efficiency, and the impact on social welfare development for the future.

This call for workshops invites colleagues from across Europe and globally to bring their experience to the 2015 conference in Lisbon, and where possible to use this unique workshop opportunity to 'co-present' achievements with partners with whom they have developed new partnerships or other forms of cooperation.

Areas that ESN particularly wish to encourage include:

- Service cooperation, partnerships and integration between health and social care and also between education, housing, employment etc.
- New forms of shared/joint financing such as public-private initiatives
- New forms of service contracting with performance outcome measurement
- Involvement of service users as self-managers and new governance arrangements involving local communities
- Cultural integration experiences in service design and delivery
- New forms of multiple/co-financing of services
- Competition versus cooperation in the same or different sectors
- Technology solutions in service cooperation/integration including shared data, planning, risk analysis and performance measurement
- Examples of successful industry and government cooperation at a strategic and/or local service level
- New forms of distance-based cooperation and learning involving diagnosis, treatment or monitoring of social/health needs.

Workshop selection criteria

IMPORTANT

ESN welcomes proposals from a wide range of organisations and countries and needs to provide for delegates a range of thematic areas and issues for their interest of good quality.

ESN therefore selects according to a range of criteria including:

- How original is the proposal and is there evidence/measured outcomes of success?
- Is this a proposal from a country or organisation one that has not previously received for the conference?
- Does the proposal involve other sectors and/ or countries?
- Is the proposal clear and deliverable to an international audience?
- Any good practice, service models or policy should be **innovative and interesting** in a European context.
- It has to have been running for at least a year and preferably have an initial evaluation.
- Workshops that seek to highlight **differences between countries** and have leaders from different countries are of particular interest.
- Workshops that involve the participation of **service users** are strongly encouraged.
- A **representative from a public authority** should be involved in any workshop proposed by other stakeholders, e.g. private company or NGO.

If there are simply too many proposals for the number of available places ESN may give priority to applications from organisations not previously accepted in recent years.

Kindly note that we will only accept 1 proposal per organisation.

Language(s) of the workshop

- Workshops may be presented in **English, French, German, Italian, Spanish or Portuguese**.
- All workshops that are not presented in English will be **simultaneously interpreted** into English – it is the language most widely understood by delegates.
- Most workshops will also be simultaneously interpreted into at least one other language (French/German/Italian/Spanish/Portuguese).
- These interpretation costs are covered by the organiser (ESN), but the cost of translating written materials for the workshop into other languages, as required, must be borne by your own organisation.
- From a few weeks before the conference, workshop presenters will receive a weekly report which details the number of **delegates attending their workshop** and their preferred language(s).

Finance

- **Those contributing to workshops are required to register for the conference and pay the full delegate fee. NB – A minimum of 2 workshop presenters must register for the conference using the online conference registration form by Friday 27 February 2015.**
- The 2015 delegate fee is €725 (with 20% discount for ESN members; 10% discount for delegates from central and eastern European countries and neighbouring EU countries).
- The delegate fee covers all plenary and workshop sessions across the 3 days of the conference 6-7-8 July 2015. It also includes daily refreshments, a sandwich lunch (Monday 6 July), a buffet lunch (Tuesday 7 July), a formal Reception (evening of Monday 6 July) and a Gala Dinner (evening of Tuesday 7 July). The delegate fee does **not include your hotel accommodation and travel.**
- **Please submit a Workshop Proposal when you have ensured the availability of funds by your organisation, including delegate fee, travel, hotel and other costs.**

What to do now

- Complete the ESN Workshop Proposal Form and send it to us by **the deadline: Friday 5 December 2014.**

Tips for using break-out groups to maximise participation and exchange of a multi-lingual audience

- You may wish to consider using small discussion groups (**maximum 2 languages per group, of which one should be English**) to enhance participation and exchange. You can use the interpreter(s) in your workshop to facilitate a working group by providing informal translation between English and one other language (all the interpreters speak English as well as their native tongue).
- Depending on the size of audience (ranging from 10 - 80!) you may wish to divide the group into **smaller groups** (containing speakers of **English plus one other language**) to discuss 1 or 2 key questions.
- This language combination permits a **cross-national exchange** in every group: if you use single language groups it can limit the scope of exchange (particularly for Italian or Spanish speakers). However, groups with more than one language in addition to English are too complicated to moderate. The (one or two) interpreters allocated to your workshop can each moderate a 2-language breakout group (English plus one other language), and can provide informal translation within the group.
- Wherever possible, **we do encourage splitting into smaller discussion groups** to ensure everyone's participation – but please be careful to allocate a realistic amount of time to this exercise, which can be time consuming (**minimum 25 minutes** in the groups **plus** additional feedback time – feedback is perhaps best kept short!)
- We appreciate that some workshops, which may attract very large audiences (and also workshops formatted around panel discussions) do not lend themselves to smaller groups because of space and time constraints.

Approximately 70% of delegates pre-register for the workshop programme. You will therefore be able to monitor the registration of delegates for your workshop for some weeks before the conference, so that you can make an informed guess regarding eventual numbers (and distribution of language) in your workshop.

Media

- We encourage use of various media.
- Please tell us which media you would use (e.g. film, interview, DVD, PowerPoint, etc.).
- Please tell us as early as possible if you will need any additional equipment (e.g. internet) in your workshop.
- PC, multimedia projector (beamer) with DVD player and screen are provided as standard by ESN.

What to do if your proposal is accepted

- Register **all your workshop presenters as delegates (minimum of 2)** for the conference using the online conference registration facility on the European Social Services Conference website by **Friday 27 February 2015**.
- Prepare your PowerPoint Presentation (15 minute visual presentation in English with written notes that more fully explain your presentation) and return it to us **by Friday 22 May 2015**.

Guidelines for your PowerPoint Presentation

- Remember that your audience is multi-lingual and may not be able to read your PowerPoint so make a PowerPoint that is strongly visual with **limited written text**.
- If possible, it is best to show your PowerPoint slides in **English**, even if you will be speaking in a different language (French, Italian, German, Spanish or Portuguese), as more participants can read slides that are written in English than other languages.
- If you choose to show a film, please ensure that you provide a written transcript **in English** for the interpreters.

Capturing the workshop's outcome

- **Please write a short report of the workshop** including the most interesting points/views/experience shared by participants during the workshop. We ask you to please collate these in a brief report **(in English)** by **Friday 31 July 2015**.

There is unfortunately no time to report back from workshops in the Plenary session at the conference – so we publish a report online.

- You may wish to take some **photos** of your workshop to illustrate your report, but you may wish to check with your workshop participants that this is acceptable.

Workshop documents

Below is a summary of the documents that you will need to produce for your workshop and the languages in which these need to be written:

➤ What to send to ESN

- ❖ **Workshop Proposal Form** in English to be sent to ESN by **Friday 5 December 2014**
- ❖ **PowerPoint Presentation** in English: to be sent to ESN by **Friday 22 May 2015**
- ❖ **Film transcript** (if applicable) in English: to be sent to ESN by **Friday 22 May 2015**
- ❖ **Workshop Report** in English: to be sent to ESN by **Friday 31 July 2015**

➤ What to bring to the workshop

- ❖ **Final version of your PowerPoint** in English (including film if applicable) on USB Stick (if you have made any last minute changes)
- ❖ We suggest that you provide **print-outs of your PowerPoint** (and/or notes) **in the allocated languages of the workshop**. This will maximise participants' comprehension and their ability to contribute in the workshop.
- ❖ If you decide to use **handouts** for small group debate (e.g. a case study, discussion points), remember to supply copies in the allocated languages of the workshop.

SUMMARY OF DEADLINES FOR WORKSHOP PRESENTERS

Friday 28 November 2014	All workshop proposals written in French, German, Italian, Spanish or Portuguese must be received by ESN.
Friday 5 December 2014	All workshop proposals written or translated into English must be received at ESN. All workshop proposals received by ESN will be acknowledged – if you do not receive an acknowledgement, please contact us to ensure we have received your proposal*.
Beginning of February 2015	ESN will confirm in writing all accepted or rejected workshop proposals.
Friday 27 February 2015	Presenters and co-presenters of workshops must register online as conference delegates.
March 2015	Conference workshop timetable and interpretation schedule to be published by ESN.
April 2015	ESN Launches the Workshop Booking System.
Friday 22 May 2015	15 minute visual presentation (e.g. PowerPoint and/or film transcript in English) with written notes that more fully explain your presentation to be submitted to ESN for circulation*.
Friday 31 July 2015	Brief report in English on the most interesting points raised / views expressed / experience shared by the participants in your workshop, to be submitted to ESN for the Conference website*.
*Please send all documents to: conference@esn-eu.org	

We look forward very much to receiving your proposal.

If you would like to discuss your own workshop further, please do not hesitate to contact us - we will be pleased to help if we can.

Please remember we need to receive it before **Friday 5 December 2014!**

The ESN Conference Team