



Short overview of the meeting:

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| Monday 25 March | morning | Arrival |
| | afternoon | Steering committee meeting Optional city tours for participants |
| | late afternoon | Ice-breaking session for newcomers |
| | evening | <i>Informal dinner (at own cost)</i> |
| Tuesday 26 March | morning | Official opening |
| | late morning | Workshops (CO-LEARNING from social innovations) |
| | afternoon | Exploring opportunities of collaboration with other partners and stakeholders |
| | afternoon | Speed-networking (CO-SHARING of good practices) |
| | late afternoon | Site visits |
| | evening | <i>Official dinner</i> |
| Wednesday 27 March | morning | Workshop on real case scenarios (CO-CREATING social innovative solutions) |
| | before lunch | Plenary session with presentation of results and follow-up |
| | before lunch | SAF business meeting and closing of the meeting |
| | afternoon | Steering committee meeting WG Smart Social Inclusion WG Urban Ageing |

CONTACTS:

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|-------------------|------------------|--|------------------|
| EUROCITIES | Bianca Faragau | bianca.faragau@eurocities.eu | +32 489 220 733 |
| Glasgow | Joe Brady | Joe.Brady@glasgow.gov.uk | +44 141 287 3803 |
| | Andrew Grant | Andrew.Grant@glasgow.gov.uk | +44 141 287 5572 |
| | Bailey McCormack | Bailey@wearekin.co.nz | +44 7535 156 567 |



Background

Cities are witnessing major societal changes and increasingly complex social realities as a result of digitalisation and globalisation, demographic change and increased mobility within the EU. These changes bring new challenges such as new forms of inequality, rising numbers of working poor, digital divide, gentrification and increasing risks of social polarisation and segregation. At the same time, these changes bring new opportunities to cities to better connect people and communities, improve accessibility of public services and use the talents and skills from the enhanced diversity of urban population to build more inclusive, cohesive and solidarity cities. To tackle the challenges and tap into the opportunities, cities need to learn to continuously innovate and to be forward-looking. Cities need to become open living labs to pilot innovative solutions to improve the quality of life in urban areas.

Objectives

EUROCITIES is piloting a Social Innovation Lab to strengthen the capacity of cities to develop and implement innovative solutions to new social challenges in cities. In this context, we understand 'innovation' not as state-of-the-art research or experimentation, but as **innovative approaches in local social policies** in a given urban context (a social innovation can be a novel approach for one city while a mainstream practice in another city). Our focus is to capitalise on recent pilots of social innovation in cities and to learn from their experiences and transfer their lessons to other urban contexts. We aim to co-create new ideas for city measures and nurture city-to-city collaborations for new projects.

Key questions

- **What** do we want our inclusive cities to look like and how to achieve it? What are the 'new' solutions to this 'old' mission?
- **How** can cities act as 'change makers' to develop and implement innovative approaches to tackle new social challenges?
- **Which** lessons from urban innovative actions is your city interested to learn from and transfer to your own urban context?
- **Who** can cities work with to pilot new solutions to address current and future social challenges? How can cities work better together to maximise opportunities for innovative approaches?

Participants

The Social Innovation Lab is targeted at urban policy-makers, city practitioners and 'change makers' (social entrepreneurs, start-ups with social impact, civil society organisations, foundations etc.) willing to learn, share and co-create innovative solutions and new forms of collaboration to tackle complex social challenges in cities. Participants will engage in a collaborative learning process, on a peer-to-peer basis, to share and discuss pressing issues they are facing in their cities, learn from innovative urban actions and ultimately co-design new solutions to real scenarios of urban social challenges. The Lab will enable participants to gain new perspectives on urban social innovations, learn new skills and ultimately enhance their capacity to design and deliver innovative approaches to social policy in cities.

Topics

We will explore five pressing challenges to social inclusion in cities in line with the priorities of our SAF strategy for 2019-2020 and with the Sustainable Development Goals (SDGs) and the principles of the European Pillar of Social Rights (EPSR). We will focus on social challenges **cross-cutting** different city services and we will look into innovative approaches to delivering **integrated** solutions to address them:

- Tackling urban poverty and new forms of inequality in cities
- Digitalisation and future of work and skills

- Inclusion of migrants in our local communities
- Tackling homelessness and shortage of affordable housing
- Integrated social care and health services

NEW method: Social Innovation Lab

This is the first time ever that EUROCITIES is piloting a Social Innovation Lab. The method consists of a collaborative learning process to match some cities' needs for social innovation with some other cities' experience with recent pilots of social innovation. Our focus is on **sharing innovative** practices, **transferring lessons** learned and **co-creating actionable solutions** to complex city challenges.



Step 1: Co-learning

We will learn from the experiences and capitalise on the lessons learned from five city initiatives (one per topic) that have piloted an innovative approach that has led to promising results (or even impact). The urban innovative projects were selected prior to the event based on an open call to SAF members. We selected five different types of city-led projects with innovative solutions piloted with support from varying funding sources - EU funds (Urban Innovative Actions, URBACT, ESF, ERDF, AMIF, Erasmus+) and/or municipal/state funding and/or public-private partnership at local level. Each of the selected projects will be analysed in depth during a dedicated workshop (5 parallel workshops). Through a facilitated and collaborative learning, participants will identify success factors that can help the transferability, scalability or replication of the innovative approach to other urban contexts. We will also discuss challenges and obstacles in the process of implementation and how to overcome them.

Step 2: Co-sharing

We will share know-how and exchange good practices of social innovations in cities in three sessions:

- **Speed-networking** of innovative approaches from UIA, URBACT and EU-funded city-led projects
- **Site visits** to discover and learn from Glasgow's innovative social policies and practices
- **Stands** where invited stakeholders (social enterprises, foundations, citizens' initiatives etc.) will present their offer for collaboration and support to social innovations in cities

Step 3: Co-creating

City experts will work together to co-design possible solutions to current social challenges in cities. Based on an open call to SAF members, we selected five real case studies of complex social challenges that the applicant cities are currently facing and are looking for solutions to tackling them. Each case study of city challenge will be presented, discussed and explored through **situation-based group work** in a dedicated workshop (five parallel workshops). Each workshop will have a facilitator to guide participants in the process of **co-creating actionable solutions** that the concerned city representatives could take back home and consider acting upon. The logic is to bring out-of-the-box ideas and a fresh perspective to help a city that is looking for innovative ways to tackling a pressing challenge it faces.

Expected outcomes

- **100 participants** from 40-50 cities will gain new perspectives, new skills and know-how of social innovations and better knowledge of available funding opportunities for social innovation in cities
- At least 5 participant cities, whose pressing social challenges are explored in-depth in workshops, will benefit from new ideas for actionable solutions that can lead to piloting of innovative approaches
- New city-to-city partnerships for collaborations on common EU projects (e.g. URBACT, ESF, etc.)

Monday, 25 March

Venue: Glasgow City Chambers, George Square (main entrance), Glasgow

14.30 - 16.00 **Steering Committee meeting** (NB: only for members of the Steering Committee)

16.30 - 18.00 **Ice-breaking session for newcomers**

This session is for new members of the social affairs forum (SAF) and city representatives attending the SAF meeting for the first time as well as members that wish to benefit from a first networking moment. It will give an overview of forum priorities and working areas as well as an opportunity to find partner cities to develop joint EU projects.

19.30 **Informal dinner** (at own expense)

Venue: BAAD Glasgow (54 Calton Entry, G40 2SB, Glasgow)

Tuesday, 26 March

Venue: Grand Central Hotel, 99 Gordon Street, Glasgow

8.30 - 9.00 Registration and welcome coffee

9.00 - 9.15 **Official welcome by**

- Cllr Susan Aitken, Leader of Glasgow City Council
- Sedat Arif, Deputy Mayor of Malmo and chair of the Social Affairs Forum

09.15 - 10.00 **Keynote speeches**

How can social innovations in cities transform Europe for its citizens?

- Kevin Stewart MSP, Scottish Minister for Local Government, Housing and Planning
- Callum Lynch, Young Ambassador from Glasgow People Achieving Change
- Raffaele Barbato, Coordinator of the Urban Innovative Actions programme

Moderator: Eddy Adams, Urbact & UIA expert and Social Innovation Exchange (SIX) adviser

10.00 - 12.30 **CO-LEARNING workshops: identifying what works, why and how to transfer it**

Workshops will offer participants an opportunity to learn from and capitalise on the lessons learned from recent pilots of innovative approaches to social challenges in cities. The format will be interactive with a strong focus on collaborative learning. Each workshop will examine in depth one case study of urban social innovation. Following the presentation of the case study, participants will discuss the lessons learned and how to apply them to other urban contexts.

Each workshop will seek to answer the following questions:

- What can we learn from this example? What is the added value of the innovative approach?
- What worked well and why? (identifying success factors)
- What didn't work so well and why? (challenges/obstacles met in the process)
- Which elements can be transferred to other urban contexts? (transferability factors)
- Which participating cities would consider transferring (parts of) this innovative approach?

Workshop 1 Tackling urban poverty and new forms of inequality in cities

Grand Ballroom

Case study: **Unlocking Social and Economic Innovation Together in Birmingham**

Presenter: Karolina Medwecka and Conrad Parke, Project Managers

Facilitator: Bianca Faragau, senior policy advisor at EUROCITIES

This workshop will discuss innovative approaches to address urban poverty and inequality.

- Workshop 2** **Preparing for the future of work and skills with digitalisation**
Great Western Case study: **Porto's Jobs City** (Cidade das Profissões)
Presenters: **Carolina Ferreira & Claudia Costa**, directors of employment city services
Facilitator: **Vivana Urani**, UpSocial
This workshop will discuss innovative approaches to preparing for the changing world of work with a focus on new forms of employment and dealing with skills mismatch.
- Workshop 3** **Inclusion of migrants in the life of local communities**
Buchanan Case study: **Curing the Limbo in Athens - From apathy to active citizenship: Empowering refugees and migrants**
Presenter: **Antigone Kotanidis**, Project Manager
Facilitator: **Nathalie Guri**, Projects Director at EUROCITIES
This workshop will discuss innovative ways to foster inclusion of migrants and social mixing with locals through using common public spaces, services and programmes for education, work, culture and voluntary participation in community life.
- Workshop 4** **Working together to tackle homelessness and shortage of affordable housing**
Grand Ballroom Case study: **5Bridges - Creating bridges between homeless and local communities in Nantes**
Presenter: **Lisa Guerin**, Project Coordinator
Facilitator: **Ona Argemí**, UpSocial
This workshop will discuss innovative ways to work together between public, private and non-profit actors locally to tackle homelessness in an integrated and sustainable way.
- Workshop 5** **Integrating services for better accessibility by users**
Wellington Presentation: **Glasgow's model of integrated social care and healthcare services**
Presenter: **Cllr Mhairi Hunter**, Glasgow City Council and **Stephen Fitzpatrick**
Facilitator: **Miquel de Paladella**, UpSocial
This workshop will discuss Glasgow's innovative approach to reforming its service delivery by integrating the social care and healthcare services at local level.

12.30 - 13.30 **Lunch**

13.30 - 14.30 **CO-SHARING: Exhibition of social innovations in city projects with local partners**

This exhibition is a unique opportunity to network between city representatives and stakeholders who offer support for social innovations in cities, which may lead to future collaboration for joint projects of urban innovative actions to tackle social challenges in cities. Participants will have the chance to visit the stands of the invited stakeholders and explore their offer for collaboration on urban social innovations. Stakeholders with stands are:

- The Carnegie UK Trust
- Glasgow Social Enterprise Network
- Kinworks (the UK Centre for collective impact)
- Rockefeller Foundation
- UpSocial
- URBACT
- Urban Innovative Action
- Wevolution
- What Works Scotland

14.30 - 15.30 **CO-SHARING: speednetworking of innovative approaches in city-led projects**

Format: worldcafe with two rounds of 30 minutes

During this session, participants will have the opportunity to learn about innovative city initiatives to combat urban poverty, reduce inequalities and foster social sustainability.

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| Amsterdam | House of Skills |
| Bristol | Replicate Smarts Homes to tackle fuel poverty |
| Glasgow | New Young Peers Scotland Group |
| Gothenburg | Better health via public-private public partnership for vulnerable EU-migrants |
| Leeds | Leeds Art and Health & Care Network |
| Madrid | Professional Reinvention Workshop for Transgender People |
| Malmo | Yalla Trappan - social enterprise and women cooperative for labour market integration |
| Porto | Bridges for Future (Pontes para o Futuro) - Social Innovation Awards |
| Stockholm | Working with private sector to tackle skills mismatch in the city |
| Utrecht | City Initiative on Migrants with Irregular Status in Europe (C-MISE) |
| EUROCITIES | Future of our network: EUROCITIES strategic framework for 2020-2025 |

15.30 - 17.30 **CO-SHARING: Parallel site visits**

Site visits will offer participants an opportunity to discover and learn from Glasgow's innovative social policies and practices.

Site visit 1 **Hard to reach or easy to ignore? Glasgow collaboration shows the way of empowering people with disabilities in Scotland's communities**

In partnership with: Glasgow Disability Alliance

Learning from Glasgow city's partnership with Glasgow Disability Alliance on how to ensure disadvantaged groups are equally represented, participate and benefit from participatory budgeting.

Site visit 2 **New Scots - rights, resilience and refugee integration in Glasgow**

In partnership with: Scottish Refugee Council & Cranhill Development Trust

Learning from Glasgow's innovative approach to focus on asset-based and inclusive measures to shape national narratives and agendas and promote the socio-economic integration of migrants at local level.

Site visit 3 **No Wrong Door - preventing and combating homelessness**

In partnership with: Glasgow Homelessness Network

Learning from Glasgow's innovative and integrated approach to working with people with complex needs, rough sleeping and begging. Tackling housing poverty in Glasgow means that no one is kept knocking at the wrong door but the focus is on 'finding the right door at the right time'.

Site visit 4 **Supported Employment Services - building inclusive labour markets by delivering Project Search with key partners in the city**

In partnership with: Glasgow Supported Employment Services, NHS Greater Glasgow and Clyde, University of Strathclyde, City of Glasgow College and Glasgow Clyde College

Glasgow's approach is to share learning from an all-age-supported employment service and personalised approach to working with people with disabilities, including people with learning disabilities and autism, to access and retain open employment. Project Search provides a framework for partners to focus resources in an innovative structured way to improve employment outcomes for young people (18 - 25 years).

Site visit 5

Women and Children First - keeping women in custody closer to their families

In partnership with: The Women's Centre Glasgow and Tomorrow's Women community justice project and Scottish Prison Service

Glasgow is working towards keeping women in custody closer to their families and allowing greater engagement with wider community services. The focus is on providing safe accommodation that supports the needs of women and creating and sustaining independence in preparation for successful reintegration into the community.

19.00

Drinks reception

19.30

Official dinner hosted by the city of Glasgow

Venue: City Chambers Banqueting Suite (George Square - main entrance)

Wednesday, 27 March

Venue: Grand Central Hotel, 99 Gordon Street, Glasgow

09.00 - 09.30

Registration and welcome coffee

09.30 - 12.00

CO-CREATION workshops on real case scenarios of city challenges

Participants will work together in parallel workshops to co-design possible solutions to real cases of complex social challenges in cities. Each city challenge will be presented, discussed and explored through situation-based group work. By the end of the workshop, participants will formulate **actionable solutions** to address the given city challenge. The experts from the city concerned by the challenge will give their feedback on which actions they can take back home and consider to pilot into new policies or projects.

Workshop A

Grand Ballroom

Amsterdam challenge: How to address the impact and specific needs of the ageing population with migrant background (first generation of migrants that are now in or reaching retirement age)?

Presenter: Tom van Benthem, Programme Manager, Amsterdam

Facilitator: Ona Argemi, UpSocial

Workshop B

Great Western

Ghent challenge: How to ensure social cohesion and community participation in an area with high concentration of social housing and vulnerable residents?

Presenter: Lies Bonte, Project Manager, Ghent

Facilitator: Nathalie Guri, Projects Director at EUROCITIES

Workshop C

Grand Ballroom

Glasgow challenge: How to produce a shift to a positive, inclusive discourse on migration to welcome diversity and ensure inclusive growth for all people in our city?

Presenter: Marie McLelland, Economic Development Officer, Glasgow

Facilitator: Viviana Urani, UpSocial

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| <p>Workshop D Buchanan</p> | <p>Gothenburg challenge: How to deliver equal school quality for children across the city neighbourhoods while at the same time satisfying particular local needs?</p> <p>Presenter: Anders Andrén, Head of education, Gothenburg</p> <p>Facilitator: Bianca Faragau, senior policy advisor at EURO CITIES</p> |
| <p>Workshop E Wellington</p> | <p>Rotterdam challenge: How to provide the most appropriate interventions to help vulnerable young adults become self-sufficient?</p> <p>Presenter: Claudia Toet & Regina van de Vijver, Project Managers Youth Desk</p> <p>Facilitator: Miquel de Paladella, UpSocial</p> |
| <p>12.00 - 12.30</p> | <p>Presentation of results from workshops in plenary</p> |
| <p>12.30 - 12.45</p> | <p>SAF business meeting</p> <ul style="list-style-type: none"> - Presentation of candidacy of Grand Paris Sud for SAF associate partner by Kinga Kotras, European Project Manager, International Relations department - Presentation of candidacy of Borlange for SAF associate partner by Lars Walter, Director of childcare, education, social affairs and labour market - Save the date for our autumn SAF meeting in Warsaw by Tomasz Pactwa, Director of welfare and social projects of Warsaw |
| <p>12.45 - 13.00</p> | <p>Final remarks and closing of the meeting</p> <ul style="list-style-type: none"> - Sedat Arif, Deputy Mayor of Malmo and chair of the Social Affairs Forum - Cllr David McDonald, Deputy Leader of the Glasgow City Council |
| <p>13.00 - 14.00</p> | <p>Lunch</p> |
| <p>14.00 - 15.30</p> | <p>Steering committee meeting (NB: only for members of Steering Committee)</p> |
| <p>14.00 - 18.00</p> | <p>Meeting of the Working Group Smart Social Inclusion (<i>for members only</i>) Includes site visit to Glasgow Social Enterprise Network Register here: https://wgssi-meeting-glasgow.eventbrite.com</p> |
| <p>14.00 - 18.00</p> | <p>Meeting of the WG Urban Ageing (<i>for members only</i>) Includes site visit to Glasgow 'Generations Working Together' Register here: https://wgurbanageingglasgow.eventbrite.com</p> |



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