PROJECT FINAL REPORT

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List of beneficiaries

Participant no.	Participant organisation name	Participant short name	Country
1 (Coordinator)	Universität Heidelberg	UHEI	Germany
2	Stichting VU-VUMC	VUA	Netherlands
3	London School of Economics and Political Science	LSE	United Kingdom
4	Università Commerciale Luigi Bocconi	UB	Italy
5	Copenhagen Business School	CBS	Denmark
6	Association Groupe ESSEC	ESSEC	France
7	Masaryk University	MUNI	Czech Republic
8	Fundación Universidad de A Coruña	UDC	Spain
9	Ministerie van Volksgesondheid, Welzijn en Sport / Netherlands Institute for Social Research	SCP	The Netherlands
10	Stiftelsen Stockholm School of Economics (SSE) Institute for Research	SIR	Sweden
11	Universidad Oviedo	UNIOVI	Spain

Executive Summary

The ITSSOIN project has set out to examine the impact of the third sector on social innovation. This focus has been chosen, because we think that the third sector's principal contribution to and main impact on socio-economic development lies in the creation of social innovation. We believe that this is at least equally important as the sector's other, mostly economic, benefits such as revenues, employment, etc., which are not only more easily recognised but also (partly due to this very circumstance) much better studied.

Our main hypothesis is that the third sector is better equipped to foster social innovation than business firms or public agencies. It forms the underlying foundation for deriving a set of testable hypotheses on organisational characteristics, individual actors (with a particular focus on volunteers), and surrounding frameworks for social innovation, including policy, citizen perceptions, and the media.

A combined quantitative and qualitative research strategy drawing on original and survey data was used to examine framework conditions, while case studies were performed to trace major 'social innovation streams' of the past years in order to identify enabling and hindering factors. The seven fields studied across nine European countries are: (1) arts & culture; (2) social services & health; (3) environmental sustainability & consumer protection in finance; (4) work integration & community development.

Project context and objectives

In the following we give a condensed overview of the project objectives and achievements across the entire work programme.

Objectives WP1 – Impact of the Third Sector as Social Innovation

WP1 had the aim to specify the conceptual foundations of performance and impact measurement as well as types and patterns of social innovation in contrast to other types of innovation. As part of this objective, relevant processes, third sector structures, and volunteering with a special emphasis on interrelations were reflected. These considerations provided conceptual underpinnings that guided the development of the other work packages. Finally, these first work steps supported the aim to develop testable hypotheses that can in the following be implemented in the various work packages.

Objectives WP2 – Mapping the field

The second work package was conducted with the aim to connect theoretical approaches with existing empirical profiles of the third sector and volunteering. Further, a data update of relevant data on the third sector in 9 European countries was undertaken. To understand the empirical contours of the third sector, we analysed policies, media reporting and citizen perceptions relating to social innovation and the third sector. On that basis another objective was to identify relevant knowledge gaps with reference to the third sector and volunteering based on hypotheses from WP1. Furthermore, a country selection for WP4-7 was performed.

Objectives WP3 – The impact of volunteering on volunteers and on society at large

In order to gain insights on the impact of volunteering on volunteers and on society, first of all methods to estimate the impact of participation in third sector activities on the welfare of participants and the associated effects on society had to be developed. To understand context conditions of volunteering, further knowledge on the hindrances and facilitators of participation in third sector activities across Europe was provided. Lastly, hypotheses on the impact of participation in third sector activities on participants and the meso-level conditions in organisations and macro-level conditions in countries that influence the impact were tested.

Objectives WP4, WP5, WP6, WP7

The empirical field work in all seven fields (WP4 arts & culture, WP5 social services & health, WP6 environmental sustainability & consumer protection in finance, WP7 work integration & community development) had basically the same three objectives:

The central objective in these work packages was to test the hypotheses developed in WP1 for the field level by providing case-based, qualitative, and quantitative data. Therefore, the empirical field work aimed at developing an understanding of the role and the impact of the third sector in terms of social innovation in a comparative cross-national way on some recent and far reaching social innovations. A related goal was to comprehend the relationships between institutional factors, surrounding conditions, and wider societal effects at a state, regional, and organisational level that affect social innovations.

Objectives WP8 – Research and Policy

In WP8, the central findings of the previous work packages were synthesized. Based on the background of the Third Sector as the conceptual driver (WP1), insights from the case work (WP4-7) as well as theoretical and knowledge stemming from WP2 & 3 were merged into a comparative assessment of the role of the Third Sector as a driver for social innovation.

Objectives WP9 – Dissemination

The dissemination of ITSSOIN results is designed to meet high academic standards; at the same time it should inform multiple audiences. Therefore, dissemination activities in different formats were undertaken. With this approach, the goal is to contribute to and develop further ongoing debates on impact, social innovation, third sector organisations, civil society, and volunteering.

Objectives WP10 – Management

WP 10 assured a smooth and productive coordination of the research and communication efforts in ITSSOIN and comprised the following aspects:

- Contract management
- Administrative and financial monitoring
- Implementing and supervising knowledge management and intellectual property rights
- Mediation of decision-making process
- Coordination of deliverables and reporting
- Risk mitigation
- Quality assurance and supervision through feedback loops and by means of advisory board control

# Main S&T results/foreground

Overview

The ITSSOIN project was divided into ten work packages, two organising (WP9 & WP10) and eight scientific work packages (WP1 – WP8).

Starting with an intensive literature review and development of hypotheses, WP1 also gave insights on the structure of Third Sector as social innovation. Furthermore, policy frameworks of the Third Sector as well as perception of Third Sector activities were elaborated. With reference to these deliverables, the ITSSOIN hypotheses were developed and tested in work packages 4 – 7. Furthermore, in work package 2 the media framing of Third Sector activities as well as an empirical analysis of citizen perceptions of the Third Sector were done. Simultaneously, WP3 investigated the role of volunteering and its impact on social innovation. While WP2 was conducted on the macro-level, insights from WP3 refer to the micro-level. The results of WP1as well as the main findings of WP2 & WP3 were used to inform the case studies in WPs 4-7. In those work packages, the different fields (WP4 arts & culture, WP5 social services & health, WP6 environmental sustainability & consumer protection in finance, WP7 work integration & community development) were described in detail, both with reference to size and scope of social innovativeness. After a process of selection, the case studies were performed with a view on organisational characteristics and institutional structures enabling or disabling the evolvement of social innovation processes that were 'traced' systematically after being identified in a iterative consultation process with international experts.

Within WP 10, all activities related to management and coordination were combined. Reports and deliverables were submitted on time, according to the revised schedule reflecting the amendment process and in close coordination with the EC. Project meetings and conferences were organised, all issues dealing with payment and distribution were fulfilled. The communication and everyday work kept the project smoothly running and supported effective and prosperous research and cooperation among partners.

Dissemination activities were undertaken in WP9. The ITSSOIN website, templates, leaflets, blog posts and press releases were provided. In addition to six consortium meetings, two conferences (mid-term conference and final conference) and six workshops with external stakeholders were organized.

The specific activities will be described in the appropriate chapters of this report in detail.
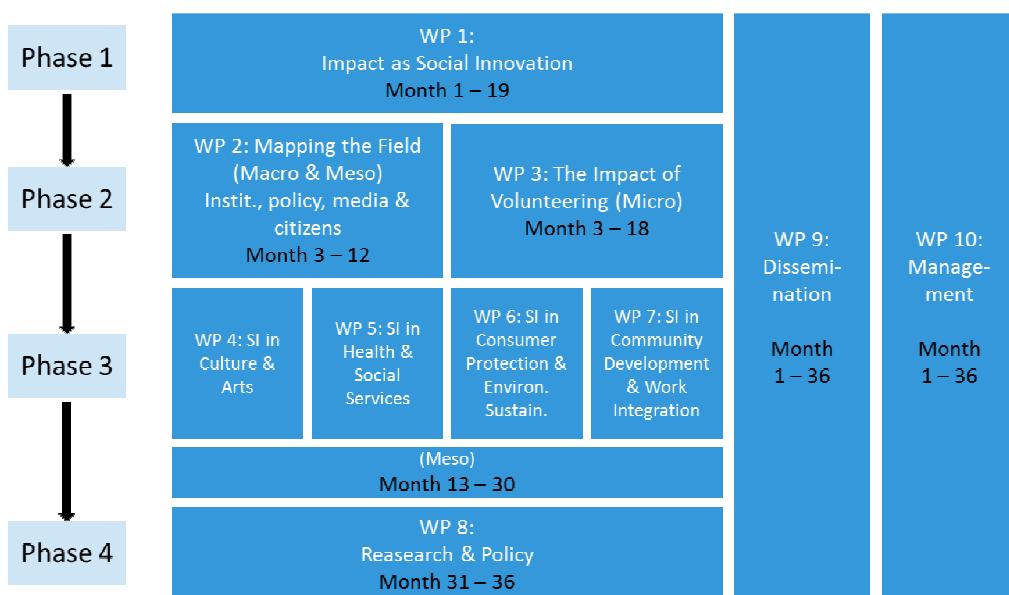
WP1: Impact as Social Innovation

Objectives of WP1

WP1 aimed at reconciling the conceptual foundations of performance and impact measurement with the assessment of innovation, specifically social innovation, as a way to define socio-economic and socio-political impact. It further aimed at establishing a link between social innovation and the third sector as an organisational infrastructure for social innovation and volunteers as its individual agents. Altogether, WP1 laid the conceptual foundation for all other ITSSOIN project work efforts, not least by means of developing a set of testable hypotheses.

Work done and results of WP1

Firstly, in WP1 an exhaustive literature review (D 1.1) that merged the strands of (economic) performance measurement, innovation, and third sector research was performed. The result was a significant conceptual basis for the development of project hypotheses (D 1.4) and the empirical work to follow. The conceptual report's contribution was as follows:

- We have laid out the ITSSOIN project's main argument for its focus on the investigation of social innovation as one of the key impacts of the third sector. This has been done by illustrating how current attempts of performance measurement, that is impact and outcome measurement, are limited in their capacity to fathom the value created by the third sector.
- We thoroughly screened the commonalities and fundamental differences between classical (predominantly technological) innovation research and the newly emerged interest in social innovation. This has been supported by emphasising (1) the motivational character, (2) the image of innovation, and (3) the primary impact (its postulated main goal) of the different types of innovation.
- We have shown why we can assume third sector organisations to be characterised by a particular potential for social innovation by drawing on the quintessential traits of the third sector's organisations. These traits have been directly linked to the traits of social innovation, as has been shown in other recent EU projects (TEPSIE, INNOSERV, SELUSI, etc.).
- We have focused on volunteers as individual agents playing a supposedly marked role in those organisations which promote, create, and lever social innovation.

However, WP1 did not only focus on the organisational actors of social innovation but also on its surrounding frameworks, whose importance for a social innovation ecosystem has been underlined by research in the TEPSIE project. In response to the EU's call for project proposals concerning the socio-economic and socio-political impacts of the third sector ITSSOIN has particularly taken two constituent groups into account: citizens and policy makers.

In D 1.2 we have comprehensively analysed how social innovation is dealt with in current political discourse in order to detect: (1) the overall prominence of the subject, (2) the propelling political agents, (3) the policy connection between different types of innovation, (4) the supposed main actors of social innovation, and (5) the assumed main fields of social innovation. This analysis was based on an online search and generic analysis of relevant policy documents in all nine ITSSOIN countries. It has illustrated marked discrepancies across the ITSSOIN member countries as regards genuine attention for the subject, ranging from a clear recognition (for instance in the UK) to only little mention (for instance in the Czech Republic). Overall, we have detected a significantly underdeveloped policy prominence of the theme and undifferentiated images of the causes, agents, and connections of social innovation to other societal phenomena in national policies, which stands in contrast to the broadened and increasingly more common use of the term at the EU level. Beyond this immediate effect, the research has built the basis for the selection of five key documents per country which were subsequently analysed in depth as regards the above illustrated issues (D 2.2).

In D 1.3 we have provided conceptual arguments for the significance of studying citizen and media perceptions for grasping social innovation in general and third sector involvement in particular. The

conceptual report shows that the study of perceptions as regards the third sector, both in terms of citizens' and media attitudes, is still at a very early stage and to date we lack a clear understanding of how the third sector is perceived and how that might be related to the presence or absence of innovative capacity. This status quo of the research based on a literature review has been used to derive the design for the empirical work on both accounts within the ITSSOIN project. It has enabled a comparative and original media framing analysis across all nine member countries. It has also enabled a descriptive comparative analysis of data sets on citizen perceptions extracted from Eurobarometer and the World Value Survey (both cross-sectional) and the Giving in the Netherlands Panel Survey (longitudinal) (see D 2.3 for both).

The previous deliverables together with the conceptual work of WP2 (in D 2.1) culminated in the formulation of a set of hypotheses (D 1.4) on the relation between social innovation and (1) organisational properties, (2) volunteering, (3) institutional frameworks (welfare regimes and variances of capitalist economies), and (4) citizen perceptions and media influence. In particular, the hypotheses on organisational traits were formulated in a way so as not to presuppose a dominance of third sector organisations in social innovation, but rather so as to enable an open analysis of the characteristics of all and any organisations involved in social innovation, which, as the project assumes, will most markedly be displayed by third sector organisations. The formulated hypotheses were to be tested against one 'social innovation stream' (recognised and major innovations that have affected a field for at least 5 years back from today) each in seven predefined fields of activity: culture & arts; social services; health care; environmental sustainability; consumer protection; work integration; and community development.

A research brief (D 1.5) was provided to inform both policy makers and scholars of the conceptual key pillars and propositions of the ITSSOIN project, mainly in relation to the proposed project hypotheses. In relation to the latter the research brief also more specifically spelled out the research strategy and methods the project has used or intends to use to examine the project hypotheses. The main components of the research strategy include (1) process tracing from social innovation streams to involved actors and (2) strategic action fields to decipher agent constellations involved in social innovation, both of which are essential to the compilation of comprehensive in-depth case studies of clearly recognised social innovation trends; (3) original analysis of existing documents (policy analysis, D 2.2) or original compilation of data sets (media analysis, D 2.3); (4) cross-sectional and panel data analyses, in particular on volunteering and citizen perceptions (D 2.3 and D 3.3); (5) qualitative comparative analysis for condensing the conditions necessary for social innovation, as they derive from the preceding empirical research.

Impact on other work packages

WP1 had a major impact on other work packages. Besides the fact that it was used to build the theoretical framework of the ITSSOIN projects, its outcome contributed to the additional work packages as follows:

- Based on results of WP1, in WP2 the different theoretical approaches were discussed in more detail, trying to match them with empirical data. The focus lied on surrounding frameworks of social innovation, in particular with regard to media, policy, and citizen perceptions. The results of WP1 were also used for developing theoretical frameworks in WP2.

- The results of WP1, especially the hypotheses, matched in the empirical analysis of the case studies in WP4-7. Here, the main findings of WP1 were tested on an empirical basis, taking the results of literature screening and framework conditions into account.

- Furthermore, WP1 had an impact on WP8 in the sense that the hypotheses were tested in a comparative way by using methods of QCA. The Third Sector and its innovative capacity was tested empirically on the basis of the case studies, taking the pre-work of WP1 into account.

WP2: Mapping the field

Objectives of WP2

WP2 aimed at discussing different theoretical approaches to the third sector and at matching them with empirical data on the third sector's state in the ITSSOIN countries. A further aim of WP2 was to shed light on the surrounding frameworks of social innovation and the third sector, specifically with regard to policy, citizen perceptions, and media.

Work done and results in WP2

Firstly, in a combined theoretical and empirical effort we provided three distinct images on the state of the third sector in the nine ITSSOIN member countries and related this to social innovation (D 2.1). The approaches used for classification were (1) welfare regimes, (2) social origins theory, and (3) varieties of capitalism. Guided by the specific implications of these classifications and a localisation of all countries within each frame and based on empirical data, we have estimated each of these approaches' potential for social innovation. The estimations vary as to which countries can be expected to have a higher and which are likely to have a lower social innovation potential, yet with some being quite consistently located at the forefront and others at lower levels. The classifying exercise proved useful not only for obtaining an updated picture of third sector profiles but also for developing a rationale, that is testable hypotheses as part of D 1.4 on how countries' socio-economic and socio-political traits affect social innovation potential.

Secondly, with recourse to the policy screening in D 1.2 we performed an empirical in-depth analysis of approximately five central policy documents per ITSSOIN country and at EU level as to the specifics of policy discourse (D 2.2). The analysis of the documents was objectified and aided by a detailed quasi-quantitative coding guide used to capture, for instance, the prominence of social innovation as a general subject or its relation to other types of innovation by word count. The analysis was complemented by a qualitative dimension, describing more broadly the vast hopes pinned on social innovation, the involved actors, and the affected policy levels. All of the latter form a fuzzy set of elements and relations that could hardly be compared across countries. This makes clear that a systematisation and a more informed policy dialogue are needed. In turn, the quantitative analysis has, for instance, revealed the main political actors propelling social innovation, amongst which most often ministries dealing with economic, labour, and social affairs, i.e. national level bodies, can be found. As mentioned in policy documents, 'Social services' and 'healthcare' have been identified as the most prominent fields of social innovation.

D 2.3 provided an empirical account of media attention as well as an analysis of cross-sectional and longitudinal data of citizen perceptions of the third sector. Within the framework of the media analysis reporting in two national and two regional newspapers in each of the nine partner countries, i.e. in 36 newspapers overall, was considered, whereby the frequency of keywords between 2003 and 2013 was quantitatively analysed and a qualitative account of articles from 2013 provided. This resulted in four key findings: (1) press framing of the third sector is more positive on the local than on the national level, (2) other third sector activities are more pronounced than its contribution to social innovation, (3) the contents of press reporting and policy documents are largely in line, (4) advocacy and service provision are the main roles of the third sector, as reported in the press, but there are huge variances across countries as to where the main emphasis lies.

Despite the effort of combining three data sources (Eurobarometer, World Value Survey, and Giving in the Netherlands), there was still a lack of data on citizen perceptions. Based on the data we can still put forth some significant insights. For instance, trust in third sector organisations is generally high in the population, specifically amongst younger people as compared to older ones and volunteers as compared to non-volunteers. It is also perceived to have an impact in a wide range of fields (from health care to employment) and volunteering is considered as benefitting a range of higher level outcomes (e.g. social cohesion, self-fulfilment, etc.). However, based on current accounts it is difficult or even impossible to link these insights on citizen perceptions (back) to social innovation.

In D 2.4 the final country-field selection for the comparative, cross-national case work of WP 4-7 was performed. The selection was predominantly based on two elements: First and foremost, all seven ITSSOIN fields of activity as specified in the grant proposal in all of the ITSSOIN countries were screened to identify the presence or absence of dynamics in the fields and the prominence of social innovation as a relevant subject. This was done to identify the most informative combinations as regards the identification of concrete social innovation streams and to find those country-field combinations which might serve as a counterfactual, i.e. country-field combinations with no or little innovation incidents. Secondly, we tried to perform the selection under consideration of the different classifications performed in D 2.1 so as to obtain a balanced set as regards socio-economic and socio-political country characteristics. We also made sure that the consortium partners' specific expertise was brought to bear upon the case work. Table 1 illustrates the final allocation of fields and countries in which the ITSSOIN case studies were carried out.

Table 1 Overview country selection for empirical case studies in accordance with country vignettes

	Field							
	WP4	WP5	WP6			WP7		
	A&C	Soc. S.	Health	Env. Sus.	Cons. P.	Work I.	Comm.	Sum
Czech Rep.			1	1	1	1	1	
Denmark			1	1	1			
France	1		1			1		
Germany				1		1		
Italy	1	1		1			1	
Netherlands	1						1	
Spain	1	1			1	1		
Sweden		1						
UK		1	1				1	
Sum of Cases	4	4	4	4	3	4	4	27
Sum of cases per WP	4	8	7			8		

The insights of the WP were condensed in a policy brief (D 2.5), which resulted in a set of recommendations, of which the following are the most salient in each of the four areas national innovativeness, policy, media, and citizen attitudes: There is a need to (1) enhance the process dimension in studying social innovation to understand it more comprehensively than is currently possible on the basis of mostly static accounts, (2) communicate more clearly the hopes and expectations regarding social innovation and how policies are to be transferred from the EU to the national contexts, (3) resume and resolve mediated controversies concerning the functions of the third sector with regard to social innovation, (4) obtain by means of targeted survey data a clearer image of what citizens think about social innovation.

Impact on other work packages

WP2 had several functions for the following WPs:

- It structured the ITSSOIN countries according to three different classification criteria (Social origins, Welfare states, Varieties in political economies) to enable a sampling in WPs 4-7 that best matched the variety of country types in Europe.

- It provided us with an up to date state of relevant factors affecting social innovation on the macro level, which were built upon in the case-based analysis of WPs 4-7, but most directly in the synthesis of project results in WP8.

- It complemented our research perspective otherwise directed at institutional and organisational structures by exploring the discourse-based and perceptive dimension of social innovation through studying policies, the media, and citizen perceptions.

WP3: The impact of volunteering

Objectives

WP3 aimed at (1) providing knowledge on hindrances and facilitators of participation in third sector activities across Europe, (2) developing methods to estimate the impact of participation in third sector activities on the welfare of participants, and (3) at testing hypotheses on the impact of participation in third sector activities on participants. Throughout this work package one specific form of participation is examined: volunteering defined as unpaid voluntary work in third sector organisations.

Work done and results

Foundational review of the literature. The foundation for the work in WP3 is an overview of the state of the art of research on the dynamics of voluntary work and the mechanisms behind it. In D3.1 an elaborate review of academic and non-academic literature was provided. This review also serves a wider audience of researchers interested in the third sector and practitioners working with volunteers. The review consists of two parts. The first part was written by the coordinating team at the Vrije Universiteit Amsterdam (VUA), based on academic publications. The intensity of participation and the societal goals served by third sector organisations and the sources of variance in volunteer choices are discussed. Next, a dynamic model of volunteer choices was developed, distinguishing eight groups of volunteers characterised by their choices in processes of selection, mobility, and socialisation in volunteering. As to the mechanisms behind volunteering, we proposed that the model of eight mechanisms that drive charitable giving can be applied to volunteering, since both activities are forms of prosocial behaviour and are governed by similar mechanisms.

Although explanations of giving and volunteering might be different, we proposed that these mechanisms offer a good starting point for further theoretical and empirical work. Furthermore, we summarised the state of knowledge in the academic literature on characteristics of volunteers and third sector organisations. For the second part of the deliverable, all ITSSOIN partners contributed by searching and summarising non-academic and non-English publications in the 'grey literature'. VUA collected the input and translated it into an overview of similarities and differences in the conceptualisation of voluntary work, factors that help and hinder volunteering, commonly used organisational strategies, and perceptions of volunteering and the third sector. Although differences exist in the definition of what is perceived as voluntary work, many mechanisms appear to be similar across Europe.

Methodological review. In D3.2 a methodological discussion on how to measure the impact of third sector activities on participants was presented. We started with a basic model of impact, which we further refined. Next we discussed how impact can be measured. We distinguished the source of the measure (reported by the participant or someone else), the dimension of the measure (a change or a current state), and the level of analysis (between or within participants) as important aspects of the kind of estimate used to estimate the impact. We concluded that different ways of estimating differ in the possibilities for causal inference. By systematically collecting and comparing previous empirical studies, we have classified the quality of evidence of the impact of volunteering on different outcome variables. We have concluded that there is considerable scope for improvement. Relatively few publications have used the best available methods.

The impact of volunteering on participants. Building on the conclusions from the methodological discussion in D3.2, in D3.3 we determined our empirical strategy to estimate the impact of third sector activities on participants. Using longitudinal panel survey data from Germany, the United Kingdom, the Netherlands, and a multi-country panel survey among older adults in Europe, we examined the change over time in four indicators of welfare: self-perceived health, subjective well-being, career status, and social networks. The analyses tested hypotheses from D1.4 using 845,723 observations from 154,970 respondents.

We found that volunteering has the predicted positive effects on health, well-being, and networks, but that the changes are small. The typical size of effect on health and well-being is about 1%. The effects on career outcomes are more complex. There is a vast body of literature on the dynamics between paid work and

volunteering, and further research is needed to disentangle the mechanisms at play. The different panel studies offer quite different measures of social networks, varying from the satisfaction with social life to the number of 'good friends'. Despite these differences we believe that volunteering is beneficial for both the scope and quality of one's network.

The impact of third sector organisations on volunteers. If volunteering is beneficial for social innovation and the welfare of participants, what can organisations do to enhance voluntary contributions? D3.4 contains the results of qualitative interviews with organisational representatives, volunteers, and former volunteers. We conducted two interviews with volunteer managers of large third sector organisations in the Netherlands, Sweden, Denmark, France, Spain, Germany, and the Czech Republic. Two organisations were chosen: one in the field of social services that mainly focuses on service delivery and one in the field of environmental protection that mainly focuses on advocacy.

Additionally, in-depth analyses were carried out on refugee organisations in the Netherlands (carried out by NLNA) and sports organisations in Sweden (carried out by SIR). Although sports is not one of the ITSSOIN fields, it offers important insights as one of the largest voluntary sectors. Due to time constraints and the reluctance of organisational representatives to participate, the data contains no interviews from Italy and only one interview was conducted in the UK. The results show that the existence of a central volunteer policy largely depends on the organisational structure. Decentralised organisations provide ample opportunities for local groups to develop strategies and to come up with bottom-up innovations. Although volunteers are important in facilitating social innovation, most innovations are initiated by professionals. Organisations with more voluntary engagement and less 'unengaged' forms of volunteering are not more innovative, contrary to the hypotheses formulated in D1.4.

Policy brief. The policy brief (D3.5) summarises the conclusions and offers our recommendations. Although volunteering is a desirable and beneficial activity, its impact should not be overestimated. In the third sector, decentralised forms of organisation can help to encourage bottom-up innovations that rely on volunteers.

Impact on other work packages

Although WP3 was built as a standalone work package, its results had an impact of the upcoming work done in WP4-8. In particular it provided guidance to the aspects of volunteering implemented and tested through expert interviews in WPs 4-7. It also informed the inclusion of the latter aspects into the concluding analysis in WP 8.

WPs4-7: Case studies

The work packages WP4-7 encompass the empirical field work in the fields of arts & culture (WP4), social services and health (WP5), environmental sustainability and consumer protection in finance (WP6), work integration and community development (WP7). The empirical field work has the aim to develop an understanding of the role and the impact of the third sector in terms of social innovation in a comparative cross-national way on some far reaching 'social innovation streams'. A related goal is to comprehend the relationships between institutional factors, surrounding conditions, and wider societal effects at a state, regional, and organisational level that affect social innovations. The social innovation streams we studied have been identified in a two-step, cross-national expert consultation process. To ensure a good selection of countries analysed in each field, a country selection (D2.4) had been pre-conducted. Table 2 summarises the social innovation streams and the fields and countries in which they were studied.

Table 2 ITSSOIN social innovation streams and country settings

Field	SI stream	Countries
Arts & Culture	Arts for spatial rejuvenation	Italy, France, Spain, The Netherlands
Social Services	New governance arrangements to reach marginalized groups	Italy, Spain, Sweden, UK
Health	The recovery approach to mental health	Czech Republic, Denmark, France, UK
Environmental Sustainability	Promotion of bicycle use in urban contexts	Czech Republic, Denmark Germany, Italy
Consumer Protection	Online financial education	Czech Republic, Denmark, Spain
Work Integration	Cross-sector partnerships	Czech Republic, France, Germany, Spain
Community development	Self-organized integration of refugees	Czech Republic, Italy, UK, The Netherlands

The process tracing performed in WPs 4-7 was led by a set of hypotheses derived from the literatures on social and business innovation (D 1.4). We collected qualitative data, mainly by means of interviews, on more than 15 hypotheses located across three categories: (1) organisational behaviour; (2) organisational resources; (3) organisational structure. We started with describing the state the social innovation stream is in at present and traced back to its origins, spotting critical junctions, actors and other moderating factors on the way. We generated in-depth, qualitative data on each stream, but also condensed results in a quantitative analysis. The results were specific actor traits and field conditions that enabled the social innovation to occur.

In addition to a cross-country comparison of results in each field, in WP8 ITSSOIN also aims at a comparative analysis of research results across all analysed country-field combinations. To allow for a comparability of the country-field analysis, a general case study framework for the field work has been developed. This framework provided guidance for the empirical work in each field by elaborating the general outline and work steps for the three deliverables in WP4-7: the field description, the case selection, and the actual case study. Thus, while the work in each WP 4-7 is unique, all of them share a common strategic research approach.

WP4: Social innovation in Arts & Culture

Objectives in the field

WP4 aims at testing the hypotheses developed in WP1, which concern the field of culture and arts. In order to reach this objective, case-based, qualitative and quantitative data were used. Moreover, it aims at understanding, through cross-national comparisons, what has been the role and impact of the third sector in terms of social innovation over the last five years and how institutional factors, surrounding conditions, and wider societal effects interact with one another at different levels, namely the state, regional, and organisational level.

As remarked above WP 4-7 all follow the same approach, which is composed of several sub-steps that become sufficiently clear when explained once. Therefore the first parts of the description of WP4 (marked in italics) shall serve as a model for WP5, 6, 7. The latter will focus on the generated insights exclusively.

Work done and results in the field of arts & culture

Based on the general guidelines on the case study framework provided by UHEI, the WP leader defined structured guidelines for the participating partners, in order to both better coordinate the work for the final output and to develop an in-depth analysis within their field. First, all partners prepared country vignettes on the general state of the respective field in their country, with a particular emphasis on innovative developments (D 4.1). Based on an expert consultation all partners together then selected a specific 'social innovation stream' among the identified trends (D 4.2).

These two pre-steps presented the grounding for the main task to be fulfilled, namely the 'process tracing' of the selected social innovation stream. It started with the state of the innovation as of today and then traced it back to spot critical milestones and actor involvement in its evolvement. These were identified by means of literature review, desktop research, semi-structured expert interviews (about 30-60 organisational and independent experts in each investigated field), and partly questionnaires that the WP leader developed in accordance with a general investigation framework provided by UHEI. The latter was composed so as to make sure that the gathered data would be suitable for the quasi-quantitative testing by means of QCA in WP 8 and generate in-depth qualitative insights for a detailed case discussion within the WPs at the same time.

While the results of the QCA, which aims at testing the detailed hypotheses on organisational traits and context conditions developed in D 1.4, are reported in the section on WP 8, the summary of results provided here (and in WPs 5-7) focuses on the qualitative in-depth insights generated. These insights cover organisational types and interplays and well as the traits exhibited by the actors. They also briefly sketch the evolvement of the respective social innovation stream. All of this is performed with a particular emphasis on cross-national differences.

The main results of the examination of the development of the social innovation stream "social cohesion in contexts of culture-led place rejuvenation" in Italy, Spain, France and the Netherlands are twofold:

First, different paths of development characterize the evolution of the stream in the different countries under study.

In Italy and the Netherlands the evolution of the stream has predominantly focused on bottom-up initiatives initiated and managed by third sector organisations. In both countries, private organisations (e.g., private grant making organisations) and the local public administration are playing an important role in promoting cultural entrepreneurship initiatives with social vocation by increasing their support to these organisations in terms of visibility, legitimacy and technical assistance and by facilitating the development of their projects through effective urban regeneration policies (in particular in the Italian case). In Spain and in France, both bottom-up and top down logics characterize the development of the stream. Specifically, in Spain, the social innovation stream emerged and developed as a cross-sector partnership between public and third sector organisations that cooperated in the co-creation and co-development of cultural initiatives with a strong

social vocation. Whereas the social innovation has come mainly from the public sphere (a provincial museum and civil servants), the local social community and third sector organisations have been really strong since the early stages of evolution of the stream and are an essential component of the social innovation.

The evolution of the stream is also characterized by different degrees of disruptiveness with respect to previous place regeneration initiatives in the different countries involved in the study. In Spain and France the innovation stream has evolved slowly as a 'soft' revolution while in Italy the innovation brought a more radical departure compared with previous place rejuvenation activities. This radical transformation concerns the type of cultural activities or genres proposed to bring social cohesion in contexts of urban regeneration, the social objectives pursued as well as the process through which these activities are conducted.

As for the stage of evolution of the stream, in Italy, in France and in the Netherlands organisations have tested cultural initiatives aimed at social cohesion in contexts of regeneration but are still striving to make their models economically and technically sustainable on a long term basis to scale up their initiatives. In this respect, additional resources are needed to further sustain and expand the innovation stream. By contrast, in Spain, the stream is in an advanced stage of development, which corresponds to the scaling phase.

Second, the main results of this study show the great ability of nonprofit organisations to pursue social cohesion outcomes through cultural initiatives in contexts of place rejuvenation.

In Italy and in the Netherlands non-profit organisations provide the highest contribution to the stream, outperforming the commercial sector in this regard. Similarly, in Spain and in France the contribution of these organisations to the stream is relevant. In the Spanish and French cases, however, public organisations give an important contribution to the stream as well by creating and developing cultural initiatives aimed at social cohesion in contexts of place rejuvenation, sometimes in partnership with third sector organisations (as it happens in Spain). The contribution of nonprofit organisations to the stream is facilitated by the development of a huge web of relationships with different kind of actors from various sectors (public, for profit and nonprofit) that support and facilitate their actions. Sometimes these actors become co-creators or co-designers of the nonprofit organisations' initiatives.

A high attention to social needs, pro-social values and a high social capital are the most important characteristics exhibited by the nonprofit organisations that contributed the most to the stream. These organisations are also able to develop and maintain diverse and high quality relationships with different actors and organisations that support their ability to produce social innovation in the form of social cohesion in contexts of culture-led place rejuvenation. In this respect, the creation and maintenance of high-quality relationships with the residents of the communities where they operate are important for these organisations to gain knowledge of the economic, social and cultural traits of those communities, which is essential to identify and better satisfy their social needs. At the same time, a diverse network of cooperative relationships with different public and private nonprofit organisations provides them with access to different flows of resources (reputational, technical, financial, relational and brokerage access) that are essential for these organisations to achieve social cohesion outcomes through cultural initiatives and to further develop their activities over time.

Impact on other work packages

Applicable to all other WPs 4-7: This WP unfolds its full potential only in conjunction with the other corresponding WPs, since only in their entirety are the empirical studies able to highlight whether there are shared conditions (organisational and institutional) that contribute to social innovation; and also whether there are others that are highly context dependent. This synthesis is performed in WP 8. Each WP, however, of course also has a high value as individual outputs of the research.

WP5: Social innovation in Health & Social Services

Objectives in the fields (shared by all WPs 4-7)

WP5 (subfields: health & social services) aims at testing the hypotheses developed in WP1, which concern the field of culture and arts. In order to reach this objective, case-based, qualitative and quantitative data were used. Moreover, it aims at understanding, through cross-national comparisons, what has been the role and impact of the third sector in terms of social innovation over the last five years and how institutional factors, surrounding conditions, and wider societal effects interact with one another at different levels, namely the state, regional, and organisational level.

Work done and results in the field of <u>health</u>

The 'recovery approach' is an important social movement, which led to a wide range of important innovative practices and activities in the mental health field. In line with the principles of the social model of disability (and opposing those of the medical model) it is focused on person's ambitions rather than their illness. We investigated the recovery approach across four European countries: Czech Republic, Denmark, France and United Kingdom (with a focus on England). In each of the four countries we examined the role of individuals, organisations and sectors over time and identified important milestones (legislation, policies, events, developments in practice, publications).

In all four countries the recovery approach could be traced as a social movement although it was more difficult in France where the recovery approach was not as developed (yet). The important role of the third sector in influencing mental health policy at the national level was evident in all four countries. Furthermore, bottom-up developments of innovations were often third-sector led or they were reliant on a third sector infrastructure. The private sector did not have a role in driving the recovery approach in any of the countries. Cross sector partnerships between the third and public sector were important facilitators of the recovery approach at local, regional and national levels. The formation of such partnerships took different shapes within each country setting. National service-user led organisations, think tanks and research centres played an important role in driving policy change at a national level in all four countries.

In some countries government funded bodies were dedicated to promote the recovery approach or some of the principles of the recovery approach. The recovery approach was incorporated into national policy in two of the four countries but occurred in form of practice developments in all four countries. In those countries in which the recovery approach had been included into national policy, experts were more likely to report that the recovery approach had reached the scaling stage. National and international legislation on disability and on mental health had an important but more indirect role in enabling changes.

It was difficult to derive conclusions about levels and impact of (de-)commodification and stratification across countries. It appeared that the recovery approach was in some countries in potential conflict with social protection and welfare ideologies. The recovery approach had the potential to lead to commodification of certain types of skills and support that were not part of the traditional welfare offer. In regards to stratification, the recovery approach was likely to lead to the inclusion of groups of people that had been marginalised before.

Organisations that were driving the implementation of the recovery approach locally had in common that they were highly value-driven and supported stigmatised and vulnerable groups. The engagement of volunteers – who often offered peer support or expertise from their experience as service user – was an essential part of their work. Most third sector organisations operated openly internally and externally: For example, some them employed shared decision making processes or they actively supported the flexible transition between roles (for example from service use to volunteer and from volunteer to staff).

Most third sector organisations (including those contracted by government) spent considerable time promoting the benefits of what they were doing or of the recovery approach more generally to public sector

providers and to communities more widely. This form of 'advocacy' allowed them to secure funding. Advocacy and service provision was thus seen as going hand in hand. Working with the community was an important part of their work. Third sector organisations, in particular those that provided support to individuals, had close links with their local communities. Third sector organisations were more likely to report to be able to act independently of political or media pressures than public sector organisations. They were more likely to report financial challenges as a hindering factor in their ability to innovate.

Overall, it was interesting to note that changes could be traced to the efforts of individuals (moreso than organisations) who shared similar values and acted as pioneers at the national level and as social entrepreneurs at the local or regional level. Future research should shed light on the roles of such pioneers and social entrepreneurs in innovation processes and explore country differences.

Work done and results in the field of social services

The social innovation stream chosen in this field was a rather broad one pointing at 'new governance arrangements to reach marginalised groups'. It comprised telecare services in Spain and the UK as well as new forms of investment in Italy (social impact investment) and volunteer centres in Sweden. Across the countries, the evolution of the social innovation can be considered to be struggling to meet the sustaining stage. What we can actually appreciate is that there are feedbacks and loops between different evolutionary stages and also a certain degree of overlapping between prototyping and pilots where (new, additional) solutions are being tested and refined, and sustaining the social innovation with steady funding and supporting legislation and regulations. There are differences and specificities of the evolution with regard to countries, organisational actors and even the different particular aspects of the social innovation stream. However, overall and from an all-embracing perspective, this seems to be the most accurate placing of the social innovation.

In Spain for instance telecare was introduced as a technological innovation some 25 years ago. But only recently a true social service has developed, new governance arrangements have emerged to further evolve it, there is supporting legislation, public funding is largely secured, quality standards and certification processes have been established, telecare is well-known by the population and demand exists, there are many providers, and the service has been largely mainstreamed. However, incremental innovations are constantly being tried out (new profiles of end-users, new services, new products, etc.) and not all of these have reached broad acceptance or have been implemented beyond local or specific contexts.

And though it is true that beneficiaries have needs that are attended to by the collaborative action of actors in different sectors, they are still far from being empowered as citizens who participate in decision making regarding telecare services designed to improve their own independency. In the best case scenario, beneficiaries are only informed or consulted about existing alternatives. Although the objective patent in the discourse of most of the involved organisations is to empower them, this has been achieved to a limited extent.

In regards to the actors involved, the third sector is a key organisational actor for the social innovation in Spain, introducing the social innovation and leading changes to improve it (although as service provider it faces fierce competition from business organisations). In Italy, the business sector seems to take a predominant role as main investor but hybrid third sector organisations are the ones being promoted as the best actors. In UK it is interesting to note the relevance of researchers and research organisations. What is interesting to note is that the social innovation seems to move forward where there is state support; that is, where the state provides a favourable regulatory and financing framework for the social innovation. At the same time, when state intervention moves beyond supporting or facilitating, and towards taking over the social innovation, it risks hindering it.

The analysis of the evidence collected does not allow for unequivocal conclusions about which socioeconomic sector contribute the most to social innovation. What the evidence suggests is that it depends more on the

role played by the different actors, than on the socioeconomic sector they belong to. Despite the limitations evoked by studying different specific innovations under one umbrella, the present investigation advances knowledge in regards to the types of innovations, the types of partnerships and the objectives and level of citizen empowerment as attempts to govern social services systems in order to try to bridge the gap between demand and supply in a context of an increased concern about (financial) sustainability of social services systems.

Impact on other work packages (shared by all WPs 4-7)

Applicable to all other WPs 4-7: This WP unfolds its full potential only in conjunction with the other corresponding WPs, since only in their entirety are the empirical studies able to highlight whether there are shared conditions (organisational and institutional) that contribute to social innovation; and also whether there are others that are highly context dependent. This synthesis is performed in WP 8. Each WP, however, of course also has a high value as individual outputs of the research.

WP6: Social innovation in Consumer Protection & Environmental Sustainability

Objectives in the fields (shared by all WPs 4-7)

WP6 (subfields: consumer protection & environmental sustainability) aims at testing the hypotheses developed in WP1, which concern the field of culture and arts. In order to reach this objective, case-based, qualitative and quantitative data were used. Moreover, it aims at understanding, through cross-national comparisons, what has been the role and impact of the third sector in terms of social innovation over the last five years and how institutional factors, surrounding conditions, and wider societal effects interact with one another at different levels, namely the state, regional, and organisational level.

Work done and results in the field of consumer protection in finance

The social innovation stream investigated in consumer protection is 'online financial education for alternative financial services' (AFS). The considerably ambivalent phenomenon of AFS can be understood as both representing a socially more embedded and responsible alternative to the traditional banking system (which is during crisis less accessible for lower-income consumers), and as well as potentially threatening concept for those socially vulnerable groups. The field of AFS has become very dynamic during the Great Recession (2007 – 2009); it gained a new momentum in the last decade also thanks to its shift towards online forms of service provision. Our unit of analysis is an online educational project - a website specializing in education and awareness-raising of any potentially vulnerable social groups (ethnic minorities, elderly citizens, children and students etc.).

Based on desk research, expert interviews and media analysis, the SI projects, as units of analysis, were selected. In the next step, an online network analysis was conducted in order to map the strategic action field (a particular unit of collective action in the society defined by its primary focus) in order to depict the set of key actors in the area of our focus and their relations. Finally, all generated online projects were coded (for their organizer, target group, method of education, main sponsor and age) and hierarchical cluster analysis was applied in order to select two platforms representing most different groups of projects in each country. Subsequently, two core SI projects per country were chosen.

Country field comparison can be briefly summarized as follows. The gradual transition of educational projects from offline to online formats can be traced both in the Czech Republic and Spain, in a limited way also in Denmark. Online format thus actually represents an innovation enabling broader impact on a wider audience. A common feature of all three compared systems is the partnership principle. However, the partnership takes different shapes within individual national settings in terms of the leadership and level of participation. In the Danish context, consumer protection is driven by partnerships among the government, municipalities and various civil society organizations. Spain is typical by the crucial role of wide cooperative networks of actors with the emphasis on alternative and solidarity economy principles. On the contrary, in the Czech Republic, business is very often one of the pillars of the innovation process, while other sectors do not play such significant role. The type of the partnership is reflected also in the field dynamism which has been both top down and bottom up, representing broader trends within the national contexts.

The financial and economic crisis influenced the national systems in different ways. In Denmark, the direct impact on consumers may be evaluated as moderate. In the Czech Republic, the financial crisis worsened the availability of bank loans, especially for people with lower incomes while in Spain, economic crisis resulted in a general distrust towards the traditional banking system and financial markets with several substantial institutional consequences.

We identified the innovation as rather radical in the Czech case, more incremental in the case of Spain and rather incremental in the case of Denmark. In terms of timing, the innovation was earliest in Spain and evolved rather moderately, emerged later in the Czech case but was more extensive. The last country hit by this innovation was Denmark, which also witnessed the least extensive evolution of this innovation. In terms

of quality or scope of the innovation in selected countries, some differences may be also identified and different patterns were observed in the originality of the social innovation, too.

As a notable by-product of the research, identifying the different roles of business actors can be named. In Denmark, business is employed in a „non-profit" manner, building on prosocial values, while in Spain we can identify significant element of social entrepreneurship and extensive cooperating networks. On the other hand, almost strictly for-profit motives of the Czech private actors have been found, although in a form of CSR, when business is very often one of the pillars of the innovation process, while other sectors do not play such significant role.

Voluntary engagement appeared to be a relevant factor in Spain and Denmark, while it is relatively minor in the Czech model which is given by the leading role of business in the examined partnerships. As far as country differences are considered, we can identify a similar degree of organizational culture openness in major actors in Denmark and Spain. The Czech Republic represents an exception, since characteristics of internal organizational culture varies significantly between organizations under the study. High external organisational openness is a key attribute of all actors, contributing to the selected SI activities across all three countries.

Work done and results in the field of environmental sustainability

The stream of innovation identified in the area of Sustainability in Cities is 'sharing space in cities for bicycle mobility'. Promotion of bicycle use and sharing space for bicycle mobility in cities play a strong part in contemporary international policy narratives about sustainable cities. The empirical work compares four pre-selected cities Copenhagen, Brno, Milan and Frankfurt.

The research resulted in the development of a thick story for each city, tracing the evolution of the stream of innovation, and identifying moments of contention, the influence of the actors and the type of narratives and their evolution over time. The deep interview analysis was based on the coded responses according to three categories of influence from the actors in interplay: political, socio cultural and strategic-material-infrastructural. The city comparison identifies different contributions of actors, in context, over time, and in greater of lesser degrees for the three areas of influence that helped in gaining further understanding about the relative strength and significance of contextual factors and the actors' contributions.

In the comparative analysis, Copenhagen emerged as the city with the most vibrant stream of innovation in sharing space for bicycling of the four cities. Copenhagen demonstrates effectively that the more narratives and claims presented and sustained by actors in their interplay, the greater the infusion of life and value creation by the stream of innovation. The other three cities, Frankfurt, Milan and Brno illustrate streams of innovation exhibiting circulation and presence of fewer narratives. The comparison between cities indicates the strength of the dynamic relationship among actors, and the way in which their interplay over time, progresses and contributes to the formation of a shared value system for using the space for bicycling.

Copenhagen most vividly exemplifies the existence of multiple plausible links and positive feedback loops re-enforcing a value system for sharing space for bicycles. Here, the value created reproduces and induces high innovativeness from all actors, in a permanent display of new possibilities added to the stream of innovation, many with potential to enhance the overall system performance. As a downside to this the fact is that, within Denmark, this high level of stream innovativeness is proving to be hard to reproduce, to the same degree. This is because Copenhagen in this area has become a magnet of social innovation in this sector, attracting the most talented and energetic individuals, businesses and political leadership in Denmark; all of them greatly contributing to finding ways of sharing space for bicycling, as bike users, innovators, entrepreneurs, or politically minded individuals.

In Frankfurt, the social innovativeness impact has produced also a strong and well-developed value system, but one that is less rich in narratives than Copenhagen. The innovativeness in the field in Frankfurt is advanced more directly with active involvement of state. The innovativeness is geared toward creating a safe

system of bike lanes, parking spaces, inter-connectedness of bike lanes, parking and public transport, etc. All that is demonstrated in the Frankfurt model has a great chance of replication across Germany and elsewhere, for its practical approach, however the attractiveness to users is still mild and increases in bike ridership has recently stagnated.

In Milan, the value system of innovativeness for sharing space for bike use is led by interventions from a new elected Municipal government working in cooperation with the private market sector. Together they have put out ideas commercializing a brand that targets bicycle use as fashionable part of youth culture. Milan has the market and the state as the primary innovating actors in the field; however, safe conditions for increasing bicycle use volumes are still limited or even not available as compared with the previous two cities. Milan's creative state/market interaction and innovativeness in this area has a good chance to be replicated in other cities in Italy, but the lack of infrastructure conditions for safe bicycling in the city means that sharing space for bike ridership is not bound to spread to all people equally, and therefore it can be expected only to exhibit weak advances under these circumstances.

In Brno, the value system for sharing space for bicycling is challenged by the force of a strong narrative questioning what can be the meaning of sharing in a society that has been transitioning from post-socialism to market. People here feel they are ready to buy and use automobiles if they can afford them. An additional challenge is the physical/geographic conditions which may limit the spread of bicycle use by people of all ages and physical conditions in levels that are possible in flatter cities. The stream of innovativeness in Brno is the most incipient of the four cities and is led by the state, with mixing degrees of support from civil society and market. The business sector in Brno although incipient is ready to capitalize and make inroads replicating innovative approaches from cities like Prague and Vienna, but is counting on a less than supportive and sometimes quite opposed environment from the general population and organized civil society organizations.

Impact on other work packages (shared by all WPs 4-7)

Applicable to all other WPs 4-7: This WP unfolds its full potential only in conjunction with the other corresponding WPs, since only in their entirety are the empirical studies able to highlight whether there are shared conditions (organisational and institutional) that contribute to social innovation; and also whether there are others that are highly context dependent. This synthesis is performed in WP 8. Each WP, however, of course also has a high value as individual outputs of the research.

WP7: Social innovation in Community Development & Work Integration

Objectives in the fields (shared by all WPs 4-7)

WP7 (subfields: work integration & community development) aims at testing the hypotheses developed in WP1, which concern the field of culture and arts. In order to reach this objective, case-based, qualitative and quantitative data were used. Moreover, it aims at understanding, through cross-national comparisons, what has been the role and impact of the third sector in terms of social innovation over the last five years and how institutional factors, surrounding conditions, and wider societal effects interact with one another at different levels, namely the state, regional, and organisational level.

Work done and results in the field of community development

We studied 'self-organized community development with refugees' as a social innovation. Preliminary investigations by the research team suggested that a novel development is that bottom-up initiatives are increasingly recognized as legitimate stakeholders in community development processes. The report applies a 'minimal definition' of community development: local activities to establish and strengthen durable relations between refugees and members of the host society, allowing for processes of shared decision-making. We take self-organization to refer to both 'refugee self-organizations' and to 'grassroots initiatives of members of the host society for or with refugees'. The empirical work was carried out in four European cities: Utrecht (the Netherlands), Milan (Italy), Birmingham (United Kingdom) and Brno (Czech Republic).

The Dutch case is characterized by a tendency to move from initiatives for refugees to initiatives with refugees (here referred to as co-production). In spite of this, earlier-founded self-organizations of refugees are less recognized as relevant players with respect to community development. Utrecht is a city with a generally generous attitude toward helping refugee integration, not only by the third sector, but also by the local government. In the Italian case, community development is not the prime objective in dealing with refugees: a substantial part of all refugees does not intend to stay. Therefore, the study reports on a 'counter case' in Milan: the 'Migrants Hub' in the central train station, an innovation in refugee transit management. The Hub is supported by a wide network of organizations, including commercial firms. The English case is characterized by a ten year-effort to move toward a refugee community support infrastructure in Birmingham at a time when government funding has dried up. Nevertheless, Birmingham is a City of Sanctuary, in which many volunteers work hard on developing communities. The Czech case is characterized by making the shift from being a transition country to becoming an arrival country. Self-organized community development with refugees is still in its relatively early stages. Like in Milan, but unlike in Utrecht and Birmingham, the organizations that were interviewed do not focus exclusively on refugees.

Even though the countries differ in the extent to which they work on community development with refugees, communities (as a support base) and networking (as an instrument) are generally important across all cases, at least for recruiting support and developing new, local networked ways of working with refugees. Bottom-up initiative both reflects the desire of people to be involved in addressing social issues, and a need to cope with heavily restricted public services. Despite the appreciation of the efforts of volunteers, there is a feeling that a larger role for the third sector may not be an innovation, but a mere substitution of public services.

Refugee self-organizations and grass roots initiatives of citizens step in when public institutions in the asylum system are unable or unwilling to cope with sudden changes in the number of new arrivals (often due to negative public opinion). Restrictive policies have limited public facilities for community development with refugees since the turn of the century. Bottom-up initiatives (and other NGOs) have attempted to fill this gap, often advocating for more generous public support. Some initiatives strive after local impact, other after impact on the national level.

The organizations and initiatives we investigated are generally highly oriented toward social needs. They are rather oriented towards service delivery than to advocacy. Advocacy often happens cautiously, through indirect channels, although some (British) organizations have argued that it can be very beneficial to link it to service delivery. They work on the basis of values like trust, tolerance, human rights or respect for diversity

and hospitality. Collaboration between organizations with different values is often possible if the shared intention is to support refugees. Organizations generally seem to be fairly open, both in terms of having a non-hierarchical organizational structure, and in terms of being open to collaboration for specific shared concerns. Sharing a neighborhood is not a prime factor for organizations to collaboration, but a new refugee shelter in the area can be a cause for new initiatives and collaborative efforts.

What relations do these entities establish within their local contexts? In all four cities, the local government is supportive and seeks cooperation with the third sector. Cities are often in conflict with their national governments. Companies are not dominant in 'self-organized community development with refugees'. The organizations and initiatives studied generally operate in loose networks around particular themes or focal points.

Work done and results in the field of <u>work integration</u>

As a result of a cross-country comparative characterisation of social innovation in the field we observed that in each of the countries (Spain, Czech Republic, Germany, France) five interesting phenomena were identified: WISEs (Work Integration Social Enterprises), cross-sector partnerships, work integration initiatives that try to scale their social impact, quality management in work integration initiatives, and integrative approaches to disadvantaged people.

'Cross-sector partnerships' were selected as the most promising new avenue by a cross-national panel of experts. We will further narrow down our focus by looking at work integration programs through transitional initiatives, organizations or programs which target disadvantaged persons, meaning long-term unemployed people (people whose time unemployed exceeds one year) with low qualification. The aim of a transitional occupation is to give a work experience to these disadvantaged people with the purpose of achieving their integration in the open labour market.

In each country, some representative cross-sector partnerships were identified:

- Spain: `Together for the employment of the most vulnerable people´ (Juntos por el empleo de los más vulnerables) is a big cross-sector partnership federating more than 1,000 organisations.

- Czech Republic: Change is possible is a cross-sector partnership between the Vinařice Prison and A-Giga, a private firm, specialised in telemarketing to develop the work of prisoners through a job in a call-center.

- Germany: 'Arrivo' is a project operating in Berlin, which focuses on the work integration of refugees. 'Rock Your Company!' is a cross-sector partnership run nationwide whose goal is the work integration of the young people and more recently of refugees.

- France: Les jardins de Cocagne de Limon is an initiative of organic vegetables production by people in work integration. Id'ées Interim is a partnership between Group'Idées, a WISE, and Adecco to achieve the economic inclusion of disadvantaged people.

We notice a substantial diversity across countries that remains largely inexplicable. Some exogenous events in some countries seems to have a strong effect on the dynamic of the cross sector partnerships (the refugee crisis in Germany and the economic crisis Spain) when it seems to be more endogenous in Czech Republic and France.

The examination of organisational-level data does not throw up much light on the drivers of social innovation. We were not able to discern any relationship between the list of variables that we tested and the contribution of these organisations to the social innovation stream described above, for example, social needs orientation, organisational openness and independence from external pressures. This is in itself is a notable finding from this work package, and it deserves careful verification.

One result is of particular note given the central hypothesis of the ITSSOIN project (the third sector as the key actor for social innovativeness), is the lack of a relationship between sector orientation and social innovativeness. No sector led the drive towards cross-sector partnerships, neither in country nor across country. If we can discern the inklings of a pattern, it is that the state is less often present as a partner in a CSP. Yet, this does not necessarily imply that the state plays a less important role. Indeed, in France, the state never appears as a partner in our sample. Yet, the state acts as a catalyst, providing a legal framework, subsidies that encourage cooperation, and a forum, which, amongst other things, gave rise to cross-sector encounters.

Whilst substantial differences emerge as to organisational form across countries, a more coherent picture arises as to the extent and the evolution of the social innovation stream. In no country has the social innovation been identified as being disruptive. Nor has it yet achieved scale. Rather, in all countries it has been incremental. We hypothesise that this might be inherent to the social innovation stream that we study, since no two partnerships are alike. Each time a partnership forms, new accords, new working relationships and new methodologies need to be invented. The fact that imitation is not fully possible here limits growth possibilities.

Impact on other work packages (shared by all WPs 4-7)

Applicable to all other WPs 4-7: This WP unfolds its full potential only in conjunction with the other corresponding WPs, since only in their entirety are the empirical studies able to highlight whether there are shared conditions (organisational and institutional) that contribute to social innovation; and also whether there are others that are highly context dependent. This synthesis is performed in WP 8. Each WP, however, of course also has a high value as individual outputs of the research.

WP8: Research & Policy

Objectives

The aim of WP 8 was to synthesize all previous WPs' findings on the background of the conceptual drivers of the ITSSOIN work (WP1), the case-based work (WP4-7) and the empirical as well as theoretical update and extension (WP2). It was to assess the links between Third Sector traits, volunteering and social innovation and derive the socio-economic impact of the Third Sector more broadly, against this background. It was also to provide practice and policy recommendations on the fostering of social innovation potential.

Remark: Since the field-based insights have been summarised in the preceding chapters, the following summary of results focuses on the insights that were gained through the aggregated testing of the data we gathered rather than on case specific learnings. The implications for practice and policy are spelled out in the section on "Impact and main dissemination activities" to avoid overlap.

Work done and results

The in-depth insights generated in the process tracing of WPs 4-7 were condensed into quantitative data to test for (combinations of) necessary and sufficient conditions enabling a contribution to social innovation stream by means of qualitative comparative analysis (QCA). In the coding of data, that is the transformation of qualitative information into a fuzzy set score, we gave regard to those organisational characteristics that have been found most telling in the analysis of the data, namely: social needs orientation, pro-social value sets, external organisational openness (all organisational behaviour); volunteering, local embeddedness (organisational resources); and organisational age and length of engagement in a particular field (organisational structure). In addition we explored field conditions on the dimensions of: sector prevalence in the field, the presence of civic engagement, and the level of cross-sector collaboration among others (see also D 8.1).

Organisational traits

In contrast to our initial assumption we weren't able to aggregate findings about organisational and field traits across fields of activity, since the conditional combinations proved too specific, which is our first major research finding. However, there are some characteristics that markedly occur in many or all fields in similar ways. Our testing resulted in the following table, which we interpret below by enriching it with qualitative insights. The table is a condensed version of the one used in D 8.1, the original numbering of hypotheses has, however, been preserved.

Conditions	SI stream in Arts & Culture	SI stream in Social Services	SI stream in Health	SI stream in Environmental Sustainability	SI stream in Consumer Protection	SI stream in Work Integration	SI stream in Community Development
H 1 [socne]	●●	●●	●●	○	●	●	●●
H 2 [proso]		●●	●●	●●	●●		●●
H 3 [extoo]	○	●	●	●	●	●	●
H 5 [vol]	○	○	○	~●	●	~●	●
H 6 [loc]	●	○	●●	●	●	○	●
H 8 [age]	●●	○					
H 9 [eng]	●	○	○	○		○	

●● = necessary condition; ● = sufficient condition; ○ = varied condition; ~ = absence of condition

Abbreviations: socne=social needs; proso=pro-social values; extoo=external openness; vol=voluntary engagement;

loc=local embeddedness; eng=(length of) engagement in field

While social needs orientation is indispensable for social innovation, pro-social values are not always needed, and if so they represent a necessary condition. In arts-based spatial rejuvenation for instance the intention of doing good for those supposed to use and populate formerly run-down places did not suffice (D 4.3). Organisations acting in this area had to understand the needs of the potential users of the spaces, almost in parallel to satisfying customer needs although the studied activities were much more informal than a standard service.

External organisational openness had an overwhelming importance across all fields and types of organisations. It was found to be a sufficient condition even in fields that are 'dominated' by the state or the market. One example is the SI stream of promoting bike use in urban contexts that depends heavily on traffic planning, which lies in the authority of the state (D 6.4). Another one can be found in cross-sector partnerships in the work integration field, in which firms by definition act as gatekeepers, since they need to employ those typically excluded from the labour market. Still it was only through cross-sector collaboration, informal exchange mechanisms and a combination of different sets of expertise which enabled the innovation (D 7.4).

Local embeddedness matters, even in contexts where activities are not locally restricted. But the 'outfit' of local embeddedness varies. Our SI stream in consumer protection for example was an online service, but involved actors still needed local grounding, mainly to establish legitimacy (D 6.5). Our stream of self-organised community development for refugees in turn revealed that local embeddedness was important, but in particular that boundary spanning contacts across localities spurred innovation through exchange (D 7.5).

The significance of volunteering varied in occurrence and sometimes differed across countries, even within one field. 'Lived experience' and volunteer involvement were crucial for the thriving of the recovery approach in mental health treatment in the UK. In contrast the domination of the field by the psychiatric profession in France and a general reluctance to embrace Anglo-American practices hindered its evolvement and that of voluntary engagement (D 5.5).

In contrast to conditions of organisational behaviour and organisational resources the two structural conditions of age and experience mattered much less and where they occurred, they usually did so in a non-uniform way, meaning that there were some cases in which they mattered and some in which they didn't.

The conditions discussed above have also proved more relevant as compared to a number of other traits assessed, including resource diversity, internal organisational culture, ability to combine advocacy and service provision, independence from external pressures.

Field conditions

In addition to organisational traits some field conditions emerged as indicative of social innovation. First and foremost, cross-sector collaboration was identified as an enabler of social innovation. In our social services SI stream it was incorporated as an element of the innovation, although the latter originally only focussed on new governance arrangements to reach the most vulnerable (D 5.4).

Another factor that only fully emerged in the qualitative analysis were exogenous shocks that had a catalyst function in some fields, most prominently the refugee crisis, both on our SI streams in work integration and community development.

Finally we found that sector prevalence in the investigated fields of activity is a good indicator of social innovation, with third sector and state prevalence creating more favourable conditions than market environments. In addition to this and by the mere number of actors identified across the three sectors, we see that third sector organisations have a major influence. In our process tracing we came across 60 percent of third sector organisations, compared to 20 percent of state agencies and 20 percent of firms.

The Third Sector and social innovation

ITSSOIN has also produced insights and spotted gaps in our knowledge outside its original research framework.

One of the two major themes is on (cross-sector) networks in the governance of social innovation, from its emergence to its diffusion. Third sector organisations seem to take two distinct roles within these networks: (1) they are particularly active in paving the way for social innovation, being the ones not only who care about social needs but actively try to tackle them in new ways. However, they often need other actors, with distinct capabilities, to come in at later stages; (2) even more so than 'collective' action, third sector organisations perform 'connective' actions, bringing formerly detached or isolated actors together and establishing a link to target groups.

The second major theme is about the impact of austerity and crises on social innovation. While the latter can help free resources and push actors towards fulfilling their social responsibilities, as for instance demanded in public discourse, the former often had stymieing effects on social innovation. We often encountered reluctance with innovators to call their actions innovations, motivated by the fear that this would block their incorporation into standard provision by the state. I recurrent theme was that social innovation should not be used as a reason to substitute state welfare. More needs to be understood about these dynamics.

What we see is that ITSSOIN has not only advanced our knowledge on the third sector, social innovation and wider socio-economic impact significantly, but also that it has produced a set of guiding questions that need targeted exploration in the future.

Impact on other work packages

WP 8 draws extensively on WP 1 (in particular the hypotheses formulated in D 1.4) as well as the case work of WPs 4-7 and represents the culmination of the main body of knowledge produced by ITSSOIN.

WP9: Dissemination

Objectives of dissemination activities

Dissemination activities in ITSSOIN aim at distributing the research results to multiple audiences while maintaining high academic standards. This is reflected by the different formats of dissemination activities. The ITSSOIN consortium had the goal of contributing to ongoing debates on impact, social innovation, NPOs, civil society, and volunteering.

Work done and results of dissemination activities

The objectives of WP9 were elaborated in more detail in deliverable D9.1, i.e. the Dissemination Plan. First of all, this deliverable identifies policy makers, practitioners, and researchers as relevant stakeholders who should be informed about ITSSOIN research results.

Dissemination activities can relate to various societal levels, on which the ITSSOIN project provided insights. The dissemination activities for the different societal levels differed, since stakeholders on these levels vary.

Firstly, on the European and national level an understanding of social innovations on a systemic level can be gained by the comparison of different country contexts. This is possible because the case studies on social innovations in the different fields reflect differing country contexts. Thereby, the knowledge on the relevance of national and European context conditions for social innovations on social innovations is enhanced. These insights affect not only structural conditions like law regulations and policy approaches, also the perception of the third sector plays an important role. The described results to be disseminated are of special interest for researchers, practitioners, and policy makers interested in context conditions of social innovations and third sector activities on the European and national level.

Secondly, insights on the regional and local level have been gained because the actual case work in the seven empirical fields concentrated on interactions between organisations on these levels. The findings are especially important not only to municipalities and local decision makers but also to social entrepreneurs operating mostly in a regional or local context. With this approach also the influence of organisational specifics and individual characteristics was be reflected. Accordingly, interesting insights for stakeholders on the organisational and even individual level were gained. These insights are of special interest for stakeholders who wish to understand or aim at supporting social innovations and third sector activities performed by organisations and individual persons.

In the first half of the project mainly conceptual and theoretical foundations for the empirical work were established. The empirical work also concentrated on the European and national level in order to make it possible to display similarities and differences across the nine countries addressed in ITSSOIN. This was especially helpful for the country-field combinations (cf. D2.4: Country selection) that were analysed in more detail throughout the project. Further, the empirical field work started with a description of the seven analysed ITSSOIN fields (arts & culture, social services, health, environmental sustainability, consumer protection in finance, work integration, community development) on the national level. Thereby, an overview of central social innovations trends that can be found in the respective fields across all analysed countries could be provided. Thus, it is not only stakeholders on the European and local level, but also on the national level that could benefit from the research performed in ITSSOIN.

As to the performed dissemination activities, channels of dissemination were determined in the Dissemination Plan and their relevance for the three identified stakeholder groups was reflected.

Website and Contacts

Coordination:

The project is co-ordinated by the University of Heidelberg, Centre for Social Investment (CSI)

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Project Logo:

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Potential Impact and main dissemination activities

ITSSOIN's approach to dissemination

Rather than establishing and potentially replicating communication and dissemination channels, ITSSOIN has focused on harnessing existing structures, connections and knowledge throughout in order to communicate the research findings of ITSSOIN to a wide audience. ITSSOIN has made use of its networks, as we are sure that we thereby not only reached a wider audience, but also that this form of communication was more effective in terms of how it will affect the different stakeholders we target. We assume that knowledge dispersed in a very direct and immediate way, through personal connections of the network partners, will have a significantly bigger impact than a centralized communication strategy to be performed mainly by the consortium partners. The following aspects are building blocks of our strategy and will be spelled out in more detail in the list below.

Overview of dissemination activities:
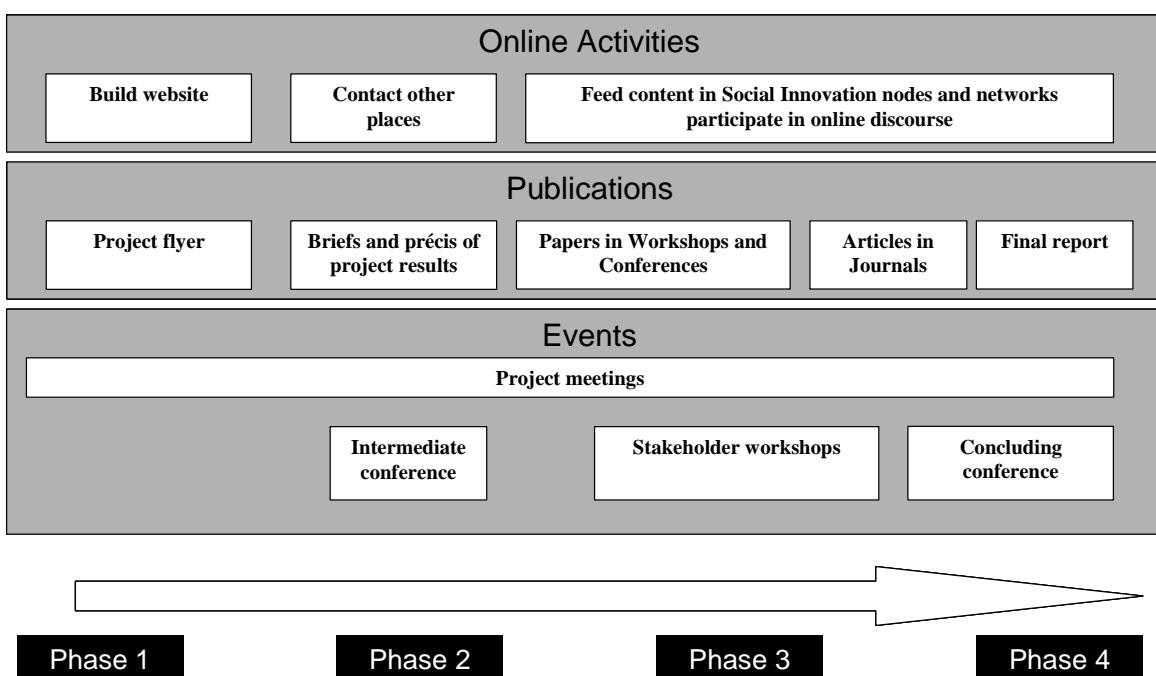
1. All ITSSOIN partners are well connected to a wide range of **existing networks** of civil society actors and non-profit organisations. We have actively used these to disseminate knowledge, collect information, share experiences and get feedback on plans, activities, research designs and results as specified in the next section.

2. Online activities have established the **digital presence** of ITSSOIN by means of a project website (itssoin.eu) that serves as a shop window to the project's activities and the members of the consortium. Work plans of work packages have been made available and the results were published (http://itssoin.eu/publications). Posters presented at the concluding conference have also been made available. The digital presence was supported by other advertising products such as ITSSOIN leaflets (http://itssoin.eu/site/wp-content/uploads/2015/09/ITSSOIN-flyer.pdf)

3. Rather than establishing new places for **online discourse** ITSSOIN has contacted existing web spaces and established cooperative agreements. Rather than producing another stream of information news, the consortium exploited the networks of established platforms. For the topic of social innovation

this was for instance the SIE website and its research portal. (http://www.socialinnovationeurope.eu/ and http://siresearch.eu/). Blog posts were also published for instance on the EVPA or the Xarxanet.org website (newly founded communication platform provided by a major Spanish foundation.

4. **Stakeholder workshops**: Individual work packages (WP 4-7) have hosted and participated in events and workshops to facilitate stakeholder engagement and dissemination. Stakeholder workshops were also a fundamental part of the research programme in WPs 4-7 as a mechanism of developing and sharing ideas. The organised workshops (documented in D 9.5) were locally based, which means they have taken place in the country of one of the two project partners which are foreseen for each of the WPs 4-7. Wherever possible we have linked up to the connections and office presence of the network partners for higher exposure. In organizing them we have paid attention to realize a well-balanced geographical distribution across partner countries or other EU locations. These workshops aimed especially at members of local and regional bodies, who are interested in innovative approaches in the fields of culture and arts, social services and health, environmental sustainability and consumer protection in finance and finally in work integration and community development.

5. **Third party events**, i.e. relevant workshops, conferences, etc., have been monitored with a view to ITSSOIN participation, particularly when several project participants could make presentations, run workshops or be involved in similar ways. Thereby strategy of the online presence has been followed in analogue mode to ensure a cost efficient spread of ITSSOIN's work. In this wake ITSSOIN has participated or will participate (after the official end of the project) in several major conferences, among them ERNOP, ISIRC, ISTR, EGOS, AOM, and ASA.

6. **Research and policy briefs** have been produced at different hallmarks of ITSSOIN's work progress. These present précis of the project's reports and also consequences of the project's insights for policy makers at all levels, who are able and willing to support and promote social innovation.

7. **Research and other articles** in major peer reviewed journals as well as in practitioner journals, newsletters and publications have been published or are located in the midst of the peer-review process. There is an emerging variety of outlets that deal with the subjects that ITSSOIN seeks to address. Some are dedicated to the Third Sector and related social issues like: Stanford Social Innovation Review, Journal of Civil Society, Voluntas, Nonprofit and Voluntary Sector Quarterly). ITSSOIN has secured a book contract for a publication of its main body of research WP1, 4-7 & 8. It has also been invited to guest edit a Symposium (themed section) in NVSQ. Several individual article submission are ongoing.

8. The **intermediate conference** was held in Paris in conjunction with the proceeding ERNOP conference. First results i.e. the research design with the project's hypotheses, preliminary results of WP2 and WP3 and the decisions on cases for WP4-7 have been presented to a wide audience. Participants of the intermediate conference were researchers, practitioners, and policy makers. Especially network partners and advisory board members showed an interest in the project. As network partners are third sector umbrella organisations, third sector executives, volunteering networks, and social innovation platforms, a broad spectrum of practitioners was present. Researchers interested in the topic of social innovations took part as well. Especially helpful for the discussion was the participation of researchers involved in other EU-wide operating projects such as WILCO, TSI, and SIE (Social Innovation Europe III), to name only a few. Participation of policy makers was more sporadic. By soliciting feedback from participants this ITSSOIN secured that its action plan find resonance in the relevant communities and had a chance to adjust research objectives and designs. Thus, by this the relevance of the findings could be guaranteed.

9. **ITSSOIN's concluding conference** has taken place in Brussels on February 20, 2017. We have made the half-day event: Concise, interactive, and guided by key insights. We left lots of time and space for participants from all ITSSOIN countries and beyond (e.g., Japan) to engage. The conference accommodated a diverse audience of practitioners, policy makers and researchers and promoted the insights that are declared as ITSSOIN's main impacts below.

Harnessing the power of existing networks

ITSSOIN partners have engaged in extensive exchange with several other European projects relating to the third sector and social innovation, including: Third Sector Impact, SIMPACT, CrESSI, SI Drive, and TRANSIT. Exchange has happened in several bilateral meetings or further projects as well as in interactive formats such as workshops (all related activities are listed in the section "Use and dissemination of foreground".

In early 2017 we for example seized the opportunity to meet with a couple of members of the TSI team. Bernard Enjolras and John Mohan came to Heidelberg and met with the UHEI team and Paul Dekker, leader of the NLNA team, who was responsible for the case study on community development with a focus on refugees. Together with additional researchers from Sweden and Denmark we had a small workshop at Heidelberg University to discuss the topic "Refugees and Asylum Seekers – European local level responses to a global challenge". We hope the workshop will be the starting point for a European network of researchers that are interested in civil society responses on the refugee question.

We have furthermore engaged in academic and practitioner networks specialised in the subject related to the project. One of them is ERNOP, a newly founded and dynamic cross European network focussing on the investigation of philanthropy. ERNOP is an institutional member of the ISTR (International Society for Third Sector Research) and collaborates with other European Philanthropy networks, such as EMES or ICFO. ITSSOIN was also prominent in the ISTR gathering happening every other year by convening two different thematic panels.

As regards links to practitioners ITSSOIN was in close contact with the The European Volunteer Centre (Centre européen du volontariat, CEV), both on drafting in particular the research of WP3 and for disseminating its results. CEV is the European network of nearly 100 national, regional and local volunteer centres and volunteer support agencies across Europe. CEV is working together to promote and support volunteering through advocacy, knowledge sharing and capacity building & training. This way it reaches out to the thousands of volunteer involving organisations and millions of volunteers across Europe. CEV channels the collective priorities and concerns of its member organisations to the institutions of the European Union and the Council of Europe.

Another intense connection was held with the European Venture Philanthropy Association (EVPA). EVPA is a membership association made up of organisations interested in or practicing venture philanthropy and social investment across Europe. Established in 2004, the association is a unique network of venture philanthropy organisations and others committed to practicing and promoting high-engagement grant making and social investment in Europe. EVPA's diverse membership includes venture philanthropy funds, grant-making foundations, private equity firms and professional service firms, philanthropy advisors and business schools. Currently the association has over 160 members from 21 countries. EVPA defines Venture Philanthropy as an approach to build stronger propose investees organisations with a societal purpose by providing them with both financial and non-financial support in order to increase their societal impact. ITSSOIN and EVPA had a productive exchange on the (dis-)connections of social impact and social innovation, which among other things have resulted in a blog post on the EVPA website.

A further close collaboration continues to exist between ITSSOIN and Euclid Network (EN), which is the community of civil society leaders and social entrepreneurs which connects, facilitates knowledge sharing, fosters cross boundary partnership, runs pilots and influences policy for a more effective and innovative civil society in Europe and beyond. Established in 2007 as a joint venture between the national umbrella bodies ACEVO (UK), CJDES (France) and Ideell Arena (Sweden), it connects over 5000 professionals from more than 30 countries in Europe and beyond. Together with Euclid ITSSOIN is currently looking into how the research results on organisational governance can effectively be transmitted to EN's practitioner members.

Finally, ITSSOIN and Social Innovation Exchange (SIX) have paired their competencies and reach at several stages, for instance when promoting participation in and disseminating findings presented at ITSSOIN's concluding conference. Social Innovation Exchange (SIX) is a global community of over 5000 individuals and organisations – including small NGOs and global firms, public agencies and academics - committed to promoting social innovation. SIX works with cities, national governments, and international bodies to

improve the methods with which our societies find better solutions to challenges such as climate change, inequality and healthcare. SIX has an extensive experience in the development and communication of social innovation resources through 2 widely read websites featuring news, publications, case studies, blogs, organisations and events on social innovation, as well as methods and tools for social innovation, all presented in a variety of formats.

First main impact: Advancing a multi-pronged understanding of social innovation

The above dissemination links and others specified in "Dissemination of foreground" have been used to promote a nuanced understanding of social innovation. ITSSOIN has advanced scientific and practical knowledge in several regards with critical implications for researchers, policy makers and practitioners interested in social innovation, wider socio-economic impact, and related subjects. The first four key insights below relate to frameworks, whereas points five to seven are concerned with organisations, individuals and field conditions.

1. *Institutional structures:* Social origins theory, relating to the size of the third sector and civic engagement in a country, proved most useful in gauging national social innovation potential in relation to our in-depth tracing of social innovation streams and the insights aggregated therefrom. This suggests that third sector size and civic engagement indeed enhance social innovation. This has major implications for the targeted support of social innovation as regards state funding for the third sector, the stimulation of volunteerism and civic engagement and austerity measures.

2. *Policies:* Countries that showed more marked social innovation streams had policies that related the third sector and civic engagement to social innovation and focussed on the local rather than the national policy level. This link is weak and needs further testing, but was more clearly related to variations in social innovation across countries than for instance the prominence of social innovation as a concept.

3. *Media reporting:* The press deals with the third sector and civic engagement as potential remedies in times of crisis, but does not relate them to social innovation. Generally all these themes receive significantly less attention than business or politics and if there is media coverage, it is largely in line with government policies, that is non-contestant. There is thus a low degree of critical media reflection.

4. *Citizen perceptions:* Images that citizens might have in relation to social innovation are hard to impossible to trace, since they do not represent an established category in surveys. Some links can be drawn between trust (in third sector organisations) and some of the supposed societal effects of volunteering on the one hand side and social innovation on the other, but these are not robust and need further exploration.

5. *Volunteering:* Little is known about the specific roles of volunteers in social innovation and the different pathways that may lead to it. Our efforts to probe the link have revealed that the capacity of volunteers to unfold their innovative potential is mainly tied to finding an effective collaboration between professional staff and volunteers, and managing the translation of volunteers' ideas into practice.

6. *Actor traits:* There is not one single formula that determines organisations' social innovativeness. On the contrary, we have found that conditions enabling social innovation vary significantly across fields. Yet, there are some organisational traits that emerge against others. Most prominent among them are social needs orientation, external organisational openness and local embeddedness, and also but less uniformly pro-social values and voluntary engagement. All the latter proved more important than for instance variables of organisational structure (e.g., age or size), resource diversity or the ability to combine advocacy and service provision.

7. **Field conditions:** State prevalence and third sector prevalence emerged as stronger driving forces for social innovation at the field level than market prevalence. The importance of third sector organisations is further underscored by the fact that in our 'open sampling,' guided by independently identified social innovation streams rather than starting with a pre-defined organisational sample, the large majority of identified actors were from the third sector. At the same time and in line with previous social innovation research, actor collaboration across sector boarders was a significant enabler of social innovation. So were exogenous shocks in specific fields, such as the economic crisis or the refugee crisis that created a surge of needs and/or triggered the dispensation of resources, financial and otherwise.

Second main impact: Implications on how to support and how to engage in social innovation

Based on the insights above we have communicated our recommendations as prompts to action and in terms of needs for change or further inquiry.

1. **Institutional structures:** From the perspective of policy it is encouraging to learn that when it comes to institutional structures, which are generally hard to change, it is the more flexible aspects that seem to matter more for social innovation than those that are near impossible to change in the mid-term. ITSSOIN has revealed that a strong third sector landscape, and productive links to the state, as well as a high share of volunteers in the population are beneficial for social innovation. These can all be promoted to a larger extent than welfare regimes or coordinative principles in political economies, which seem to matter relatively less, can be changed.

2. **Policies:** In addition to the institutional structures above and when it comes to shaping social innovation policies, the stimulation of bottom-up engagement and the focus on local development rather than structures imposed top-down, have been identified as beneficial. The existent link here is more tentative than the one with regard to institutions and further research on the stimulating effects of policy traits is needed. Independent of this our findings suggest that policy makers can actively engage in creating favourable conditions when drafting policy agendas and initiatives.

3. **Perceptions:** Despite the fact that, in particular at the level of the EU, social innovation is embraced and promoted as a concept, little of it has yet reached the press or citizen's mind-sets. In particular with regard to the latter it is unclear whether this is in fact true, or whether our finding is only a consequence of social innovation not being a core aspect in standard social surveys. Policy makers should think about integrating such and related aspects into national statistical accounts.

4. **Volunteering:** Despite the favourability of civic engagement and volunteering implied by the findings above, very little is understood about the particular role of volunteers in creating social innovation and there is some evidence that current practice is not fully up to harnessing its existing potential. Our targeted probing of volunteer engagement in third sector organisations and the relevance of volunteering in relation to our SI streams, both suggest that volunteers are only innovative, where they are encouraged to genuinely employ their individual experience or expertise (professional, 'lived experience' etc.). While the management of such engagement and the targeted recruitment of volunteers is more challenging, volunteering when interpreted as a mere 'helping hand,' albeit important, is unlikely to produce innovation. This would have to be implemented in the design of large scale initiatives promoting volunteering.

5. **Innovators and fields of innovation:** Networks between diverse actors are key to driving social innovation. Those, who are particularly social needs oriented, externally open and locally embedded, take on central or 'hub' positions in such networks. Third sector organisations often inhabit this role. However, they cannot solve challenges on their own, but need dedicated partners with shared value sets. The formation of such networks can be steered by policy only to degree. In some instances

political steering is counter-productive, since informal and fluid structures are needed. Policy makers need a deep understanding of the dynamics and logics underlying certain fields of activity, sometimes even more specifically of certain innovation domains and types, to decide on whether or not the state should engage and how. This understanding can be advanced tremendously by research such as the one produced in ITSSOIN. What we refer to is research that acknowledges and embraces complexity in exploring social realities but at the same time works within a common framework that allows for rigorous testing of claims and propositions throughout.

The main message of ITSSOIN is that much social innovation is happening on a day-to-day basis. The processes we studied are not fragmented activities but multi-actor initiatives that add up to major social innovation streams. ITSSOIN's results notwithstanding, at present we still lack a comprehensive overview of such processes and this hampers our ability to transfer learnings on frameworks, actor traits and field conditions from one setting to another. Saying that social innovations can and should be replicated clearly counter-acts the essence in our findings.

What we communicated to policy makers and practitioners instead is: There are some general principles, such as the ones we worked out that act at triggers in promoting or slowing down social innovation and thereby moderate socio-economic impact. For advancing social innovation we need to move away from an isolated existence of actors (be they informal initiatives, third sector organisations, public agencies, or the state), who transfer burdens from one realm into another, using 'self-regulating' social innovation as an excuse not to become active. Instead we need to find ways in which these diverse actors, with distinct capabilities and within specific settings, can interact productively.

Use and dissemination of foreground

TEMPLATE A1: LIST OF SCIENTIFIC (PEER REVIEWED) PUBLICATIONS, STARTING WITH THE MOST IMPORTANT ONES										
NO.	Title	Main author	Title of the periodical or the series	Number, date or frequency	Publisher	Place of publication	Year of publication	Relevant pages	Permanent identifiers[2] (if available)	Is/Will open access[3] provided to this publication?
1	Embracing the paradoxes? Social enterprises and innovation in mental health	Annette Bauer	Management Decision Journal	Submitted January 2017	Management Decision		Passed initial screening; currently peer reviewed			According to the journal's requirements
2	Social movements in mental health	Annette Bauer	Currently discussion paper and draft manuscript; journal to be confirmed	Planned submission is July/ August 2017	tbc		Planned is 2017/ 2018			As above
3	Social Innovation Types in Consumer Protection in Alternative Financial Services after the Great Recession	Jiří Navrátil, Klára Placier	Current Trends in Public Sector Research	January 2016	Masaryk University	The Czech Republic	2016	pp. 336-343	http://ctpsr.econ.muni.cz/wp-content/uploads/2016/01/CTPSR-2016_small.pdf	yes
4	Manuscript to NVSQ	Authors from VU,		January 2016 -	Accepted and					

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[2] A permanent identifier should be a persistent link to the published version full text if open access or abstract if article is pay per view) or to the final manuscript accepted for publication (link to article in repository).

[3] Open Access is defined as free of charge access for anyone via Internet. Please answer "yes" if the open access to the publication is already established and also if the embargo period for open access is not yet over but you intend to establish open access afterwards.

#	Title	Authors	Publication	Issue	Publisher	Place	Year	Pages	URL	
	"Beyond Service Production – Volunteering for Social Innovation"	NLNA & SIR		ongoing	now in process of revising.					
5	Museología para la innovación social: una experiencia de regeneración territorial en la periferia europea	Rey-García, M.; Salido-Andrés, N.; Sanzo-Perez, M.J.; Álvarez-González, L.I.	Periférica. Revista para el análisis de la cultura y el territorio	No 17, December, 2016	Cadiz University (Spain)	Cádiz (Spain)	2016	pp. 115-131	http://revistas.uca.es/index.php/periferica/article/view/3269	Yes
6	Business-Led Social Innovation in the Work Integration Field: the Role of Large Firms and Corporate Foundations	Rey-García, M. and Mato-Santiso, V.		vol. 6, issue 1	Business and Management Research		2017		http://www.sciedupress.com/journal/index.php/bmr/article/view/10841	
7	Problems' agenda-setters or solutions' agenda-setters? An assessment of EU foundations' role in promoting social innovation	Ricciuti, E., Fosti, G.	Interdisciplinary Research on Philanthropy: Connecting the Dots		ERNOP Conference Paper	Paris (France)	2015			
8	TSOs as legitimisers and brokers	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	The Good Organization: Aspirations, Interventions, Struggles	Accepted for EGOS Colloquium	EGOS Colloquium Paper	(Copenhagen) Denmark	2017			
9	Who innovates and how: QCA	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	At the Interface	Accepted for AOM Conference	AOM Conference Paper	Atlanta (US)	2017			
10	Who innovates and how: QCA	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	What's next? Disruptive/Collaborative Economy and Business as	Accepted for SASE Conference	SASE Conference Paper	Lyon (France)	2017			

11	Process tracing of social innovations	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	Culture, Inequalities, and Social Inclusion across the Globe	Accepted for ASA Conference	ASA Conference Paper	Montreal (Canada)	2017			
12	Symposium on perceptions of the third sector	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Rene Bekkers, Anker Brink Lund	Nonprofit and voluntary sector quarterly	Invited as guest editors with contributions from ITSSOIN			Not scheduled yet			Not foreseen
13	Edited volume	H. K. Anheier, Georg Mildenberger, Gorgi Krlev (eds.); many other partners as authors	Social innovation and the Third Sector		Routledge		2018 (scheduled)			

TEMPLATE A2: LIST OF DISSEMINATION ACTIVITIES								
NO.	Type of activities[4]	Main leader	Title	Date/Period	Place	Type of audience[5]	Size of audience	Countries addressed
1	Expert workshop	Martin Knapp	Recovery (in mental health) expert workshop	03/02/2017	LSE, London	Researchers, policy makers and influencers. Practitioners, recovery pioneers such as Julie Repper and Mike Slade	8	UK, Czech republic

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[4] A drop down list allows choosing the dissemination activity: publications, conferences, workshops, web, press releases, flyers, articles published in the popular press, videos, media briefings, presentations, exhibitions, thesis, interviews, films, TV clips, posters, Other.

[5] A drop down list allows choosing the type of public: Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias, Other ('multiple choices' is possible).

2	Symposium	Annette Bauer	Knowledge exchange event on recovery (in mental health)	(Coming) 15/06/17	LSE, London	As above	22	UK, Denmark, France, Czech Republic
3	Symposium	Annette Bauer	The Marshall Institute Symposium	(Coming) 07/12/17	LSE, London	Researchers, government advisors, e.g. Sir Julian LeGrand	30+	International
4	Guest lecture	Annette Bauer	Third sector development	9 to 11th January 2017	Riyadh, Saudi Arabia	Policy makers, government officials and advisors, including Princess Banderi AR AlFaisal– King Khalid Foundation; Lujain Aloubai–Tasamy; Omar Batati, Fadi Hamad & Dr, Lilac Alsafadi , Job Creation Commission	30+	Saudi Arabia, Singapore, US, UK
5	Guest lecture	Annette Bauer	Gathering to grow	19 to 20th January 2017	Lisbon, Portugal	Social entrepreneurs, policy makers, EU Commissioners, researchers, practitioners	80+	
6	Conference	Annette Bauer	ITSSOIN final conference	20th February 2017	Brussels	Policy makers and advisors, researchers, practitioners	50+	International
7	Research Seminar	A.B. Lund	CBS Center for Civil Society Studies	1 January 2016	Copenhagen Business School	Civil Society Researchers	20	Denmark, Sweden
8	Research Seminar	A.B. Lund	Workshop on Industrial Foundations	27 January 2016	Copenhagen Business School	Scientific Community	15	Denmark, Sweden
9	Presentation in Workshop	MJ. Figueroa	2nd International Workshop On The Sharing Economy: How does the sharing economy disrupt individual behaviors, industries and public regulation?	28-29 January 2016,	Paris, France Location: ESCP – Europe, Paris campus www.shareco.eu	Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias	80	Europe/US/Canada

10	Presentation-Lecture	A.B. Lund	University of Helsinki	7 February 2016	Finland, Helsinki	Scientific Community	12	Denmark, Finland
11	Panel Participation-	M.J. Figueroa	Sustainable Development Solutions Network – SDSN- Launching Northen Europe chapter.	25-26 February 2016	Chalmers University of Technology and University of Gothenborg- Sweden	Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias	80	Northern Europe
12	Presentation – Meeting	A.B. Lund	Meeting on Social Innovation	29 March 2016	Copenhagen Business School	Business Community	20	Denmark
13	Panel at Conference	A.B. Lund	12th International Conference of the International Society for Third Sector Research ISTR-	29 June 01 July 2016	Stockholm, http://www.istr.org /?Stockholm	Scientific Community & NGO community	100	International
14	Presentation in Conference	M.J. Figueroa	12th International Conference of the International Society for Third Sector Research ISTR-Conference	29 June 01 July 2016	Stockholm, http://www.istr.org /?Stockholm	Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias	100	International
15	Workshop	M.J. Figueroa	Stakeholder Workshop on Social Innovation on ITSSOIN	21 June 2016	Bruno, Czech Republic	Scientific Community and NGO community	20	Denmark and Czech Republic
16	Outreach Seminar	A.B. Lund	Research and Business Communities	7 September 2016	Copenhagen Business School	Scientific and Business Community	15	Denmark, Germany
17	Presentation in Workshop	M.J. Figueroa	3rd International Workshop on the Sharing Economy,	15-16 September 2016	University of Southampton Winchester, United Kingdom	Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias	60	Europe/US/Canada
18	Presentation Conference	M.J. Figueroa	6th National Congress on Climate Change Research	17-21 October 2016	Organised and hosted by University Autonoma Nacional Mexico UNAM http://www.pincc.unam.mx/6tocongreso/	Scientific Community (higher education, Research), Industry, Civil Society, Policy makers, Medias	150	International
19	Workshop / Seminar	A.B. Lund	Academy of Social Innovation	17 November 2016	Danish Council for Volunteers Friviligrådet	NGO community	20	Denmark

20	Presentation	M. J. Figueroa	Civil Society Group Research Seminar on ITSSOIN empirical work results	23 November 2016	Copenhagen Business School	Scientific Community	10	Denmark
21	Presentation in Seminar	M.J. Figueroa	Annual Seminar of Department of Business and Politics	3 December 2016	Copenhagen Business School	Scientific Community	40	Denmark
22	Presentation in Workshop	M.J. Figueroa	Gathering to Grow-Meeting for Social Entrepreneurs	19-20 January 2017	Euclid Network, Erasmus for Young Entrepreneurs. Lisbon-Portugal	Civil Society, Entrepreneurs, Policy makers, Media	50	European
23	Web Site News	A.B. Lund	Web site blog	1 February 2017	www.civilsamfundet.dk	General Public	Open access	Denmark
24	Workshop	Vladimír Hyánek, Jiří Navrátil, Klára Placier	Stakeholder Workshop on Social Innovation in: Consumer Protection in Financial Services and Environmental Sustainability in Cities	21 June 2016	Brno, The Czech Republic	Scientific community, Civil Society, Other	21	The Czech Republic, Denmark
25	Workshop	Vladimír Hyánek, Klára Placier	Night of Scientists	30 September 2016	Brno, The Czech Republic	Other (general public)	50	The Czech Republic
26	Conference presentation, chairing of session, book presentation, workshop with students	Jiří Navrátil	12th Conference of the European Sociological Association 2015	25th-28th August 2015	Prague	Scientific community, students	60-100	international
27	Workshop presentation	Jiří Navrátil	Workshop on social networks at Czech Academy of Sciences	7th June 2016	Prague	Scientific community, students	30	International
28	Conference presentation (3 panels)	Jiří Navrátil	ISTR's 12th International Conference	28th June-1st July 2016	Stockholm	Scientific community, civil society	60-100	International
29	Conference presentation (3 panels), panel chairing	Jiří Navrátil	ECPR General Conference Charles University in Prague	7th-10th September 2016	Prague	Scientific community, students	60-100	International
30	Conference presentation	Vladimír Hyánek	ISTR's 12th International Conference	28th June-1st July 2016	Stockholm	Scientific community, civil society	50	international

31	Conference	Torbjörn Einarsson	International Society for Third-Sector Research (ISTR)	June 28 – July 1, 2016	Stockholm, Sweden	Scientific Community, Civil Society	600-800	many
32	Workshop	Torbjörn Einarsson	Initiating long-term cooperation with the research department of the Church of Sweden about social innovation issues	Autumn 2016	Stockholm & Uppsala, Sweden	Scientific Community, Civil Society	5-10	Sweden
33	Application for translating and disseminating ITSSOIN results	Torbjörn Einarsson	Together with The Swedish Association for Non-Profit Health and Social Service Providers writing an application for translating and disseminating ITSSOIN results in Sweden	Autumn 2016	Stockholm, Sweden	Civil Society, Policy Makers, Scientific community	large	Sweden
34	Conference	Alvarez-González, Luis Ignacio	The ITSSOIN Project. Las organizaciones no lucrativas como agente clave de innovación social en el contexto de las políticas urbanas	18 November 2016	Oviedo (Spain)	Scientific Community, Industry, Civil Society, Policy makers	± 30	Spain
35	Workshop	Alvarez-González, Luis Ignacio	De la RSC a la Innovación Social. Presentación de los Proyectos ITSSOIN y MARKINSOC	19 December 2016	León (Spain)	Scientific Community (Civil Society)	± 150	Spain
36	Consortium meeting	Marta Rey-García	ITSSOIN 4th Consortium Meeting	March 8-9, 2016	Milan (Italy)	Scientific Community	20	International
37	Consortium meeting	Ana Felgueiras, Begoña Álvarez	ITSSOIN 5th Consortium Meeting	October 17-18, 2016	Brno (Czech Republic)	Scientific Community	21	International
38	Stakeholder workshop	Organised by the UDC	Social Innovation in Social Services	June 23, 2016	A Coruña (Spain)	Scientific Community, Civil Society	27	Spain
39	Consortium meeting	Marta Rey-García, Ana Felgueiras	ITSSOIN 6th Consortium Meeting	February 21, 2017	Brussels (Belgium)	Scientific Community	20+	International
40	Final Conference	Marta Rey-García, Ana Felgueiras	ITSSOIN Concluding Conference	February 20, 2017	Brussels (Belgium)	Scientific Community, Industry, Civil Society, Policy makers	81	International

41	International conference on social innovations	Noelia Salido-Andrés, Marta Rey-García	12th International Conference of the Congress International society for third sector research (ISTR)	June 28-July 1, 2016	Stockholm (Sweden)	Scientific Community, Practitioners	±70	International
42	International conference	Vanessa Mato Santiso	I International Congress. Innovation for Change. Employment and Inclusion [I Congreso Internacional. Innovación para el Cambio. Empleo e Inclusión]	November 29-December 2, 2016	Valencia (Spain)	Scientific Community, Civil Society, public sector, Industry	±90	International
43	International conference on social innovations	Vanessa Mato Santiso	VII International Congress In Public And Nonprofit Marketing	December 17-19, 2015	Jerez de la Frontera (Spain)	Civil Society, Scientific Community, Students	±40	International
44	Conference	Begoña Álvarez	VII Conference on Financial Education [VII Conferencia de Educación Financiera]	November 22, 2016	Madrid (Spain)	Scientific Community, Industry, Public Sector, public, Civil Society	±100	Spain
45	International conference on social innovations	Vanessa Mato Santiso	XXVII Jornadas Hispano-Lusas de Gestión Científica - Localización y dinámicas competitivas en un entorno global	February 1-4, 2017	Benidorm (Spain)	Scientific Community, Industry, Public Sector, public, Civil Society	±150	International
46	Meeting	UDC Research Team	Meeting of the the Coordination Committee of collective impact initiative Juntos por el Empleo de los Más Vulnerables	April 6, 2016	Madrid (Spain)	Scientific Community, Public Sector, Civil Society, Industry	14	Spain
47	Newsletter	UDC Research Team	Information about the ITSSOIN project in the newsletter Nº 9 of Juntos por el Empleo de los Más Vulnerables (a collective impact initiative for work integration)	November 2016	http://juntos-por-el-empleo-de-los-mas-vulnerables.newsletter.accenture.com/noticia/compromiso-esfuerzo-colectivo.aspx	Civil Society, Industry	995 subscribers	Spain
48	Website	UDC Research Team	Information about the ITSSOIN project in the website of TECSOS	June 20, 2016	http://fundaciontecsos.es/noticias/tecsos-entidad-	General Public	Open Access	Spain

			foundation, which promotes social innovation through the use of TICs.		referente-en-innovacion-tic-en-el-ambito-social			
49	Stakeholder workshop	Bocconi Research Team	ITSSOIN Stakeholder workshop	March, 8th 2016	Milan (Italy)	Practitioners and Scholars	15	Italy, Netherlands, UK
50	ASK Centre-ITSSOIN Students Research on the field	Bocconi Research Team	Cultural innovation in Milan	February, 17th-March 19th	Milan (Italy)	Students Practitioners	25	Italy
51	Conference (See conference paper above)	Ricciuti, E., Fosti, G.	7th ERNOP Conference: International Research Conference of the European Research Network On Philanthropy	9-10 July 2015	Paris (France)	Practitioners and Scholars	30	International
52	Lecture		The Migrants' Hub in Milan	September, 20th 2016	Milan (Italy)	Students	35	Italy
53	Workshop	S. Sandford	International perspectives on innovative partnerships for work integration	14 June 2016	ESSEC Business School, La Défense, France	ITSSOIN stakeholders, students, practitioners,	15	France, Czech Republic, Spain, Great Britain, Germany
54	Workshop	S. Sandford	Stakeholder Workshop on Social Innovation on ITSSOIN	21 June 2016	Bruno, Czech Republic	Scientific Community and NGO community	20	Denmark and Czech Republic
55	Workshop	S. Sandford	Social Impact Network France annual meeting	7 July 2016	HQ Crédit Cooperatif, Nanterre	Practitioners	25	France
56	Workshop	S. Sandford	Social Impact Network France annual meeting	7 February 2017	HQ Red Cross, Paris 14	Practitioners	20	France
57	Research Seminar	A.S. Cognat	Research Brownbag Seminars	(coming) 14 June 2017	ESSEC Business School	Scientific community	25	France Morocco
58	Stakeholder workshop (in conjunction with the TSI (FP7) project)	NLNA/SCP	The Third Sector in Motion: Importance, Impact, Trends (in Dutch)	22 March 2016	The Hague	TSO practitioners, academics	30-35	The Netherlands
59	Blog article about workshop	NLNA/SCP	SCP workshop naar de impact van 'derde sector'	23 March 2016	https://www.dedikkeblauwe.nl/news/scp-onderzoeken-naar-de-impact-	General	n.a.	The Netherlands

								van-derde-sector			
60	Conference presentation	NLNA/SCO	Social innovation, community development and refugees: a qualitative study in four countries	30 June 2016	Stockholm	Academic/practitioner	30	The Netherlands, Czech Republic, Italy, United Kingdom
61	Presentation at practitioner workshop	NLNA/SCP	Self-organizations, community development and refugees (in Dutch)	16 September 2016	Roermond	Practitioners	50	The Netherlands
62	Presentation at academic workshop, discussion on special issue (incl. ITSSOIN paper)	NLNA/SCP	Volunteers and refugees (working title)	(coming) 19-20 June 2017	Berlin	Academics	+/-20	The Netherlands, Czech Republic, Italy
63	Presentation at IASC2017 (ITSSOIN material presented in a broader setting)	NLNA/SCP	Grassroots initiatives in the Netherlands	(coming) 10-14 July 2017	Utrecht, the Netherlands	Academics, practitioners	Several hundred	The Netherlands
64	Participation and networking	Jiri Navrátil	'Alternative Futures and Popular Protest' Conference	March 30-April 1, 2015	Manchester (UK)	Scientific Community, SI practitioners	Large Scale	International
65	Presentation at Conference	Marta Rey-García, María José Sanzo-Pérez, Luis Ignacio Álvarez-González	INBAM Conference 2014, (INBAM: International Network of Business and Management Journals)	June 24 - 27, 2014	Barcelona (Spain)	Scientific Community, Industry	Large Scale	International
66	Presentation at Conference	Georg Mildenberger	ISTR Conference (ISTR: International Society for Third-Sector Research)	July 22 - 25, 2014	Münster (Germany)	Scientific Community Civil Society	100	International
67	Informal conversation with panel attendants	Jiri Navrátil, Simona Skarabelova	ISTR Conference (ISTR: International Society for Third-Sector Research)	July 22 - 25, 2014	Münster (Germany)	Scientific Community, Civil Society	100	International
68	Lead of the stream growing and scaling,	Georg Mildenberger, Stina Preuss, Gorgi Krlev	ISIRC Conference (ISIRC: International Social Innovation Research	September 1-3, 2014	Northampton (UK)	Scientific Community	Large Scale	International

	Presentation at Conference							
69	Participation and networking	Ana Felgueiras	SI-Live Conference 2014 (SI Live: Consortium of four key European projects on social innovation: TEPSIE, SI DRIVE, TRANSITION, and BENISI)	November 12-13, 2014	Lisbon (Portugal)	Scientific Community, SI practitioners	Large Scale	International
70	Short presentation on Research in Conference	Georg Mildenberger	SI-Live Conference 2014 (SI Live: Consortium of four key European projects on social innovation: TEPSIE, SI DRIVE, TRANSITION, and BENISI)	November 12 - 13, 2014	Lisbon (Portugal)	Scientific Community, SI practitioners	Large Scale	International
71	Participation and networking	Vladimír Hyánek	SI-Live Conference 2014 (SI Live: Consortium of four key European projects on social innovation: TEPSIE, SI DRIVE, TRANSITION, and BENISI)	November 12 - 13, 2014	Lisbon (Portugal)	Scientific Community, SI practitioners	Large Scale	International
72	Meeting	Georg Mildenberger	Network Meeting RTD projects on social entrepreneurship	January 26, 2015,	Brussels (Belgium)	Scientific Community, SI practitioners EC officers	Small Scale	International
73	Networking	Georg Mildenberger	ERNOP Conference (ERNOP: European Research Network On Philanthropy)	July, 9 - 10, 2015	Paris (France)	Scientific Community, Public sector, Civil Society, Industry	Large Scale	International
74	Presentation in Conference	Elisa Ricciuti, Giovanni Fosti	ERNOP Conference (ERNOP: European Research Network On Philanthropy)	July, 9 - 10, 2015	Paris (France)	Scientific Community, Public sector, Civil Society, Industry	Large Scale	International
75	Commentator in session and networking	Maria J. Figueroa Caroline T. Greiffenberg	ERNOP Conference (ERNOP: European Research Network On Philanthropy)	July, 9 - 10, 2015	Paris (France)	Scientific Community, Public sector, Civil Society, Industry	Large Scale	International
76	Presentation of a paper/Presentation of a session	Marta Rey-García, Ana Felgueiras	ERNOP Conference (ERNOP: European Research Network On Philanthropy)	July, 9 - 10, 2015	Paris (France)	Scientific Community, Public sector, Civil Society, Industry	Large Scale	International

77	Presentation in conference	Georg Mildenberger	Governance Innovation Week	June 4, 2014	Pretoria (South Africa	Scientific Community, Public sector, Civil Society, Industry	Medium Scale	International
78	Presentation in conference	Maria Josefina Figueroa	EMES - International Research Conference on Social Enterprise	June 30 - July 3 2015	Helsinki (Finland)	Scientific Community, SI practitioners	Large Scale	International
79	Participation and Networking	Georg Mildenberger	SI-Live Conference 2015	June 21 - 22, 2015	Berlin (Germany)	Scientific Community, SI practitioners	Medium Scale	Germany
80	Presentation in Conference	René Bekkers	Meeting of Alumni at the Centre for Philanthropic Studies	September 22, 2015	Basel (Switzerland)	Alumni of postgraduates and practitioners	Medium Scale	International
81	Participation and networking in session	Maria J. Figueroa	IIIEE 20th Anniversary Conference (IIIEE: International Institute for Industrial Environmental Economics)	August 26 – 27, 2015	Lund (Sweden)	Scientific Community, Public sector, Civil Society, Industry	Large Scale	International
82	Participation and networking in session	Maria J. Figueroa	IARU Sustainability Science Congress (IARU: International Alliance of Research Universities)	October, 22 - 24, 2015	Copenhagen (Denmark)	Scientific Community	Medium Scale	Denmark
83	Participation and networking in session	Maria Josefina Figueroa	Bentley Global Business Ethics Symposium	June 8 - 9, 2015	Copenhagen (Denmark)	Scientific Community, Practitioners	Medium Scale	Denmark
84	Presentation in Symposium	Annette Bauer & Martin Knapp,	Symposium on Valuing Volunteering in Health & Social Care	October 2, 2014	Leeds (UK)	Scientific Community, Practitioners	Medium Scale	UK
85	Presentation in Workshop	Annette Bauer	Workshop on asset-based approach to health	April 14, 2015	Oxford (UK)	Scientific Community, Public sector, Civil Society, Industry	Small Scale	UK
86	Participation/Prese ntation in network workshops	Stina Preuss, Georg Mildenberger	Social Innovation Network Germany	Three Meetings: June 6, 2014, June 27, 2014, August, 1, 2014,	Dortmund, Wiesbaden, Oestrich-Winkel (Germany)	Scientific Community, SI Practitioners	Small Scale	Germany
87	Support in Symposium	Georg Mildenberger	Symposium 'Societal Innovations – Impulses and	July 14-15, 2014,	Munich (Germany)	Scientific Community	Medium Scale	Germany

			Research Transfer from Universities'					
88	Presentation in Workshop	Georg Mildenberger	Annual Conference of the Professional Association of German Sociologists	June 12 - 14, 2015	Frankfurt am Main (Germany)	Scientific Community	Medium Scale	Germany
89	Keynote presentation in conference	Georg Mildenberger	Annual conference of CEOs of diaconal associations in Rhineland and Westphalia	May 7, 2015	Villigst/Schwerte (Germany)	Scientific Community, Civil Society	Medium Scale	Germany
90	Presentation in Conference	Vladimír Hyánek, Jiri Navrátil, Simona Skarabelova	Current Trends in Public Sector Research	January 22 - 23, 2015	Šlapanice (Czech Republic)	Scientific Community, Public sector, Civil Society	Medium Scale	Czech Republic
91	Networking	Ana Felgueiras	Meeting with representative of a public-private-partnership on social and employment services	March 26, 2015	A Coruña (Spain)	Scientific Community, Public sector, Civil Society, Industry	Small Scale	Spain
92	Presentation in Conference	Maria J. Figueroa	Closing Conference for CIDEA (CIDEA: Citizen Driven Environmental Action)	October 20 - 21, 2014	Copenhagen (Denmark)	Scientific Community	Large scale	International
93	Participation and networking	Maria J. Figueroa	DANSIC Conference (DANSIC: Danish Social Innovation Club)	March 12, 2015	Copenhagen (Denmark)	Scientific Community	Large scale	Denmark
94	Conference (See conference paper above)	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	33rd EGOS Colloquium: The good Organization, Aspirations, Interventions, Struggles	(Coming) July, 6-8 2017	Copenhagen (Denmark)	Scientific Community, Civil Society, Industry	Large scale	International
95	Conference (See conference paper above)	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	77th Annual Meeting of the Academy of Management (AOM): At the Interface	(Coming) August, 4-8 2017	Atlanta (US)	Scientific Community	Large scale	International
96	Conference (See conference paper above)	H. K. Anheier, Georg Mildenberger, Gorgi Krlev Christian Behrendt	SASE's 29th Annual Conference: What's next? Disruptive/Collaborative Economy and Business as Unusual?	(Coming) 29 June-1 July 2017	Lyon (France)	Scientific Community, Civil Society, Industry	Large scale	International
97	Conference (See conference paper above)	H. K. Anheier, Georg Mildenberger, Gorgi Krlev	112th ASA Annual Meeting: Culture, Inequalities, and Social Inclusion across the	(Coming) August, 12-15 2017	Montreal (Canada)	Scientific Community	Large scale	International

		Christian Behrendt	Globe					
98	Conference	Georg Mildenberger, Gorgi Krlev	SIMPACT Final Conference & 1st European Social Innovation Policy Forum	22-23 November 2016	Brussels (Belgium)	Scientific Community, Public Sector, Civil Society, Industry	Large scale	International
99	Workshop	Georg Mildenberger, Gorgi Krlev	TRANSIT methods workshop: Methodological Challenges in Social Innovation	8-9 February 2017	Brussels (Belgium)	Scientific Community	23	International
100	Blog Post	Gorgi Krlev	Xarxanet Blog post about Who produces Social Innovation and why; Disseminating ITSSOIN project results from the research and policy briefs	04 March 2017	http://nonprofit.xarxanet.org/opinion/who-produces-social-innovation-and-how	General Public	Open Access	International
101	Blog Post	Gorgi Krlev	Xarxanet Blog post about New pathways to measuring social impact – explaining a methodological Approach pursued in the ITSSOIN Project	25 April 2016	http://nonprofit.xarxanet.org/opinion/new-pathways-measuring-social-impact	General Public	Open Access	International
102	Newsletter	Gorgi Krlev, Georg Mildenberger, Lea Heyer	BBE Newsletter: information about the ITSSOIN Project	29 November 2016	http://www.b-b-e.de/themen/wissenschaft-forschung1/einzelmeldung/25193-mildenberger-krlev-heyer-zivilgesellschaft-und-soziale-innovation/	General Public	Open Access	Germany
103	Host of Track on social innovation and networks	Georg Mildenberger	Social Talk EH Darmstadt	2.12.2016	Darmstadt	Practitioners and researchers from and of German welfare	35	Germany

						organisations		
104	Networking with eastern European researchers	Helmut K. Anheier	Workshop on social innovation and Civil Society	27.8.2015	Prague	Researchers and practitioners	Medium scale	Eastern Europe
105	Networking	Georg Mildenberger	Working group on volunteering. German Association for Public and Private Welfare	23.10.2015	Berlin	Practitioners from welfare and municipal umbrella associations	Small scale	Germany
106	Participation and Networking	Georg Mildenberger	Launch of Social Innovation Community (SIC)	26.-27.9.2016	Brussels	Practitioners from civil society and municipal administrations and Researchers	Medium Scale	Europe
107	Presentation at Conference	Georg Mildenberger	SI networks: Concepts and Scope, German Society for Education Research	22.2.-23.2.2017	Hildesheim	Researchers	150	Germany