27th European Social Services Conference
Milan, 5-7 June 2019

Call for Conference Contributions

The European Social Services Conference brings together all those with an interest in social welfare to exchange knowledge on contemporary social policy and practice.

THEME

STRIVING FOR QUALITY
From Quality of Care to Quality of Life

Quality of care as a concept is becoming increasingly fluid and complex. Our record-breaking conference in Seville addressed multi-faceted aspects of quality: from personalisation of services, to service users' involvement and empowerment, to assessment and evaluation approaches, notwithstanding the role of technology in the organisation of services - including innovation and evidence-based frameworks.

But what does it mean for social services in practice? How do we advance care in the community across the life-cycle and progress towards person-led care? How do we move from talking about quality of care to caring about quality of life?

Bringing speakers and experts from across the globe, the 27th ESSC will discuss quality from a new viewpoint, while specifically addressing:

- How the latest innovations in social services planning, inspection, and assessment are improving quality of care?

- What are the latest trends and developments to improve the quality and impact of local social services and deliver whole-person care?

- How are professionals working with researchers, funders, and people using services to co-produce services that improve the quality of life?

YOUR CONTRIBUTION

Next year's conference in Milan marks 30 years of bringing together all those passionate about empowering people and communities. With your contribution, we hope to make this conference a groundbreaking one.

From the angle of improving quality of life, the 27th ESSC is welcoming workshop proposals on:

- Innovation in social care inspection frameworks across population groups (children, young people, people with disabilities, older people)
- New forms of service planning, design and implementation involving service users (e.g. co-production, design thinking, human-centred service design)
- Evidence-based in-service evaluation and assessment; definition of measures and outcomes that matter to people
- Engaging and empowering people and communities in care development, implementation and evaluation
- Strategies to enhance the quality and impact of children's/disability/older people's services locally
- Quality frameworks in multi-agency work, integrated care and support for a variety of population groups
- New and promising local arrangements for safeguarding and promoting children's/disabled people's/older people's welfare
- New technology for social services planning, evaluation and assessment
- Cities' strategy for quality services

ORGANISER

The European Social Services Conference (ESSC) is the annual flagship event of the European Social Network (ESN). Pioneering the value of knowledge exchange within the social services sector, next year's conference will look at quality person-led care as a way to improve services and transform people's lives.

The ESSC 2019 is being organised in partnership with the Regional Government of Lombardy in Italy.

AGENDA

The 27th ESSC will again feature inspiring speakers drawn from the sector around the world including ministers, academics and social innovators.

[Watch the keynote speakers from 2018](#)

Latest practice and new ideas will be highlighted in a series of interactive workshops, project forums and panel discussions.

[See the workshop programme for 2018 here.](#)

You have the chance to be part of the agenda by taking the opportunity to participate in the European Social Services Conference 2019 in Milan. Simply apply to deliver a presentation or host an interactive workshop.

You can submit your proposals for the following presentation categories:

Interactive Workshops
Max. 15 minutes presentation followed by interactive session.
30-80 participants per workshop
(Total time: 1 hour).

Thematic Panel Discussions
Team of 4 panellists giving 10 minutes presentation
max. 10 slides each followed by Q&A.
150-200 delegates per panel discussion
(Total time 1.5 hours).

Project Forum
Series of quick 5-minute 'Elevator Pitch' style project presentations
All delegates
(Total time 45 minutes per project forum)

Deadlines

20 November 2018 - proposals in French, Spanish, German and Italian
26 November 2018 – proposals in English
31 January 2019 – confirmation of accepted proposals

Submit your proposal here

GUIDELINES

WHY SUBMIT A PROPOSAL?

You will be able to:

INNOVATE – share new innovative ideas with international colleagues

INSPIRE – other European colleagues with you good practice, service models or projects

TRANSFER KNOWLEDGE – present best practice to your peers

GENERAL INFORMATION

Maximum 2 proposals per organisation only

Interactive Workshops

Mandatory: workshops must be interactive

(e.g. discussion groups for the audience, polls, question and answer elements)

Up to 28 workshops will be selected
Up to 7 workshops running parallel in 4 streams on 5 and 6 June
It is possible to have more than 2 presenters
30-80 delegates per workshop
Conference delegate workshop booking opens 21 February 2019
Presenters also need to book workshop sessions they are attending
   (1 per stream = 4 in total)
Max. presentation 15 minutes
Total time: 1 hour

Thematic Panel Discussions
4 sessions running in parallel with 4 panellists per session on 7 June
1 presenter on stage per organisation
150-250 delegates per panel discussion
10-minute presentation with PowerPoint and moderated discussion
Opportunity to discuss a certain theme or topic with peers from across Europe

Project Forum
5-minute 'elevator pitch' style
2 sessions on 6 and 7 June
1 presenter on stage
All delegates are able to attend
5 projects per session
5 slides in 5 minutes max.
Different to longer presentations, this involves outlining the main points of your project in 5 slide max.

SELECTION CRITERIA

Content for all proposals: **Good practice, service model, project, new ideas**	**Essential Criteria**	**Desirable Criteria**
Original and innovative	X	
Relevant and deliverable to an international audience	X	
Involves multi-stakeholder approach	X	
Involves cross-sector and/or cross-border approach		X
Transferable and could be implemented elsewhere	X	
Been initially evaluated and shows successful results		X
Workshop format	Essential Criteria	Desirable Criteria
Interactive & engaging (e.g. discussion format, poll, questions and answers)	X	
Clear goals achievable in workshop timeframe	X	
Employs visual tools (e.g. whiteboards, flip-charts, 3D objects) and uses multi-media	X	X
Run by experienced presenters	X	
Involves service user participation		X
Leaders and input are from different countries		X

LANGUAGES

	English	Italian	French	German	Spanish
1 Panel Discussion	X	X	X	X	X
3 Panel Discussions	X	X			
1 Workshop	X	X	X	X	X
6 Workshops	X	X			
Project Forums	X	X	X	X	X

6 workshops per stream and 3 panel discussions interpretation in EN, IT.
1 workshop per stream and 1 panel discussion interpretation in EN, IT, FR, DE, ES
Interpretation costs are covered by the organiser (ESN)
All written materials must be available in EN
Any written material translation must be carried out and paid for by presenters

COSTS

Workshops selected **must register at least 2 delegates** paying the **full delegate fee** for the conference. Please be advised that for workshops it is possible to have multiple presenters (registration is compulsory for all of them).

Panel discussions selected **must register 2 delegates (1 presenter and 1 extra delegate)** paying the **full delegate fee** for the conference.

Project Forum presentations selected must register **1 presenter** paying the **full delegate fee** for the conference.

2019 FEES

ESN MEMBERS
Standard members   €645*
Members from EU-13/neighbouring countries   €565*

NON-ESN MEMBERS
Private organisations   €965*
Public organisations   €765*
NGOs/voluntary sector   €625*
Organisations from Italy   €615*

*Fees may be subject to VAT, depending the status of the delegate

Fee covers:
All plenary and workshop sessions
2 lunches during conference
4 coffee breaks
Formal reception
Gala Dinner

Not included:
Hotel accommodation
Travel to venue

Submit your proposal here

Please ensure the availability of funds from your organisation for delegate fees, travel, hotel, etc., before submitting your proposal.