INSPIRE

OVERALL VIEW OF THE PROJECT

INSPIRE: Why

INSPIRE has been designed and achieved because the services provided today to face social frailty, especially regarding home care, are not able to efficiently fulfill the diversified needs of the frail population. Furthermore the limited resources determine a scarce capability to satisfy the citizens' need for assistance.

INSPIRE: Objectives

- The creation of an innovative Governance Model of the system for the services regarding social frailty
- The simplification of the procedures to access services and the assessment of complex needs of assistance
- The realization of intelligent Systems able to monitor frailty and helpful for the caregiver
- The delineation of the necessary criteria for the reutilization of buildings as innovative social services

INSPIRE: Methodology

During these two years of activity, INSPIRE has adopted a working methodology based on the cooperation between the group working in the project and the social workers of Roma Capitale and ASL Services. This cooperation has promoted the constant transfer of competences, of the started procedures and of the experienced tools, thus guaranteeing the methodological continuity and sustainability of the results.

INSPIRE has also been a laboratory for the trial of a new territorial welfare governance model realized by a partnership of public and private institutions, both profit and non-profit. The diversity of the organizational point of views and cultures involved demanded lots of effort for the coordination of the working process, but it has also represented the project’s strong point in terms of concrete experience of co-planning between public and private and profit and non-profit organizations. The key word during the planning and realization of the INSPIRE activities was the centrality of the citizen’s needs.

INSPIRE: What

INSPIRE suggested a new model for the planning and supply of services in favor of social frailty, through the realization of system actions and the experimentation of innovative social services in the territory of Roma Capitale.

Since September 2015, INSPIRE developed different system actions aimed at improving the organization of the services regarding social frailty – the revision of the needs assessment model,
the activation and governance of territorial networks, the construction of the informative system, the revision of the procedures of joint participation, the delineation of guidelines for the reuse of unused spaces for social purposes- and the trial of innovative services (socio-occupational laboratories for people with disability and mental suffering, supportive residents for frail elderly people, tutoring for frail adults and internships of social inclusion) in five roman municipalities (V, VII, IX, XII, XIV).

The 5 system actions

1- The main system action was the revision of the needs assessment system and the building of the Tools necessary for the integrated undertaking, that include:
   - A “welcoming module”, for the Social Secretariat, to register the First contact with the recipient
   - An “Assessment sheet”, for the professional Social Service to assess the need and gather data regarding: personal condition, family relations, level of autonomy and socialization etc.

The needs assessment process ends with a personalized intervention plan, considering the public and private services necessary to support the frail subject and his/her nuclear family.

This infrastructure, through the implementation of different tools (individualized project, modules and data gathered for the projects’ continuous monitoring, self-evaluation and evaluation questionnaires for recipients and responsible workers) enables the continuous monitoring and assessment of the activated itineraries and interventions.

All the tools merge in an interoperable platform in which all the actors (social services, healthcare services and tertiary sector) are able to share information about the citizen and his/her needs, resources and opportunities offered by the territory in order to fulfill these necessities.

The informative system contains a database of the social services offered in the territory, that sets up as a civil registry of the structures and institutions that offer local social services, and of the kind of services that they offer, following a common taxonomy. Today the database contains: 2700 institutions that dispense social services, 952 organisms of voluntary work and 56 different kinds of services, that according to the national nomenclature are 85 in total.

The platform that was created is property of Roma Capitale.

2- In order to promote the networks of voluntary working and of proximity, an informative system for the supportive city (ISSC) was realized. This system allows the community worker to manage the network of proximity, enabling the single citizen to fulfill his/her needs in the closest and most suitable resource.

The construction and reinforcement of the social networks of proximity, widely spread through the territory, plays a central role in the reorganization of the system, facilitating the cure of social frailty suggested by INSPIRE. The job of territorial animation to activate a local network is transferred to a professional worker, who has the responsibility to build and govern the networks and who is also provided with the tools to do so. The informative infrastructure ISSC, geared with a section destined to integrate and promote the intervention of proximity networks, allows a constant dialogue among actors with different cultures, roles and competences, contributing to the development of paths of social inclusion and supporting the wellness of the territory.
3- INSPIRE defined guidelines for the public administrations and associations of the tertiary sector, aiming to activate “socially useful” spaces able to efficiently guarantee frailty supportive experimental services; it realized a mapping of abandoned properties, either public or designed for public use; it identified some properties in order to experiment its guidelines; its objective was that of mixing frailty supportive services with activities and services for the community, in order to substitute the traditional idea of old healthcare models, considered as marginal and isolating spaces, with new ones, which can be defined as social condensers open to the community. Considering this as its aim, the project INSPIRE developed the hypothesis of a mix in order to promote the innovative integration of experimental services.

4- INSPIRE tested the **assessment of the services’ impact through the counterfactual approach**, verifying the impact of the tested services through the identification of a control group. In general this has allowed the spread of tools and methods for a more accurate evaluation of ordinary processes, facilitating an analysis ex ante, in progress and ex post of the implemented interventions. The report with the results is being compiled.

5- INSPIRE hypothesized new procedures of joint participation at the services’ costs. The **revision of the criteria** regarding the access, the limit and the system of joint participation has to derive from an accurate analyses of the impact on the recipients. As far as the joint participation to the services is concerned, there are relevant stages in the analytical process aimed at a coherent innovation of the systems regarding expenditure contribution:

- **Quantification of the recipients/users** that will be part of the new contributive systems.
- **Definition of the cost of the services**, relevant information to define the contributive system and the related objectives.
- **Qualification of the equitable and revenue objectives**. For example, a common line could be that of identifying a percentage of cost coverage of the service, so that the ratio cost/joint participation is clearer to the citizen.
- According to this, other **aspects** also need to be **defined more accurately**, such as: the role of ISEE (Indicator of the Equivalent Economic Situation) for the assessment of the need, the limits of exoneration and access, the contributive curves, the groups, the categories of need, the potential graduation in percentage to cover the cost of the services etc.

The project INSPIRE developed **innovative proposals** concerning policies of equity and selectivity, summarized in the report that is being compiled, in order to contribute to the definition of feasible solutions.

**The Testing of Innovative Social Services**

The experimental phase which began in September 2016, involved 179 recipients, according to the territorial distribution reported in the following table. The impact of the experimental services was assessed according to the counterfactual approach and it was carried out on 162 people of the treatment group (whose data are available on the informative System Inspire) and 164 people of the control group.
<table>
<thead>
<tr>
<th>Service</th>
<th>Municipality</th>
<th>Number of recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Farming Lab</td>
<td>V</td>
<td>24</td>
</tr>
<tr>
<td>Pizzeria Fermentum Lab</td>
<td>VII</td>
<td>28</td>
</tr>
<tr>
<td>3D Maker Lab</td>
<td>IX</td>
<td>23</td>
</tr>
<tr>
<td>Catering Lab</td>
<td>XII - XIV</td>
<td>9</td>
</tr>
<tr>
<td>Handicraft Lab</td>
<td>XII - XIV</td>
<td>3</td>
</tr>
<tr>
<td>Multimedia Lab</td>
<td>XII - XIV</td>
<td>10</td>
</tr>
<tr>
<td>Bookbinding Lab</td>
<td>XII - XIV</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total number of socio-occupational laboratories</strong></td>
<td></td>
<td><strong>103</strong></td>
</tr>
<tr>
<td>Supportive residents</td>
<td>IX</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>XIV</td>
<td>12</td>
</tr>
<tr>
<td><strong>Total number of Supportive residents</strong></td>
<td></td>
<td><strong>20</strong></td>
</tr>
<tr>
<td>Tutoring</td>
<td>V</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>XII</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>XIV</td>
<td>23</td>
</tr>
<tr>
<td><strong>Total Tutoring</strong></td>
<td></td>
<td><strong>56</strong></td>
</tr>
<tr>
<td><strong>Total number of recipients involved in the experimentation</strong></td>
<td></td>
<td><strong>179</strong></td>
</tr>
</tbody>
</table>

Social inclusion internships: 41 young people and adults hosted in 15 structures

The innovation of the services offered by INSPIRE consists in:

- Reorganizing the services **according to the needs**, overcoming the traditional division of the recipients: elderly people, people with disabilities, minors, adults, families
- **Co-planning** the system of services involving all the territorial resources
- Initiating a **personalized** and flexible path
- **Sharing tools** to monitor and **evaluate** the results of the intervention project

Considerations on how to develop a scheme for the INSPIRE model with the new social program:

1) As far as the **system actions** are concerned, the interventions needed for the implementation of tools and models developed in the project INSPIRE are: **regulating actions** (services, process, joint participation systems etc.); interventions to **reinforce competences** and empower the **employees**; implementation of an organizational and procedural model and of a **unitary information management system**; the promotion of opportunities related to an intelligent use of the information systems, both internal and external to the administration, opening the way towards an applicative **cooperation among the several public and private actors**, thus improving monitoring and assessment methods and techniques.

2) As far as the **policies** are concerned: the current offer has to be integrated also with **services designed for the community**, as those experimented in INSPIRE, which are able to meet
the growing demand due to the scarce quantity of resources; **proximity networks need to be enhanced** and supported through appropriate organization and tools.

**Numbers from INSPIRE**

- **27** months to develop the various activities
- **2,100,655,00 €** the project’s cost
- **9** partnership organisms
- **90** workers, in Roma Capitale, Asl, Tertiary sector and partnership involved in the realization of the project
- **15** focus groups with the Municipalities for the “Mapping of the already experimented innovative services at a citizen level”
- **300** people from the Municipalities, Asl and Tertiary sector involved in informative and formative meetings
- **50** institutions of voluntary work involved in meetings regarding the project’s objectives in the Casa del Volontariato
- **700** workers involved in the activities, from institutions and Tertiary sector
- **123** organisms of the Tertiary sector responded to the on-line survey on the offered services
- **760** people registered in the INSPIRE newsletter
- **2700** institutions that offered social services are registered in the database of the Informative System INSPIRE
- **952** voluntary work institutions registered in the database of the Informative System INSPIRE
- **56** types of services, which according to the national nomenclature are 85 in total
- **3** Apps for the management of proximity services network, used by the workers and the services’ users
- **5** Municipalities- V, VII, IX, XII, XIV- involved in the trial of innovative services
- **179** people with social frailty taken care of during the trial of innovative services
- **3** innovative services experimented: socio-occupational laboratories, supportive residents and tutoring
- **15** structures hosted 41 inclusion internships
- **162** recipients took part in the impact assessment, following the counterfactual approach
- **164** people of the control group took part in the impact Assessment, following the counterfactual approach
- **120** people took part in the international Workshop exchanging good practice that took place on the 16th of June 2017

Web page: [https://www.comune.roma.it/pcr/it/dip_pr_srv_soc_sal_enpire.page](https://www.comune.roma.it/pcr/it/dip_pr_srv_soc_sal_enpire.page)