

# INCREASING RESPONSIVENESS TO CITIZEN VOICE IN SOCIAL SERVICES ACROSS EUROPE

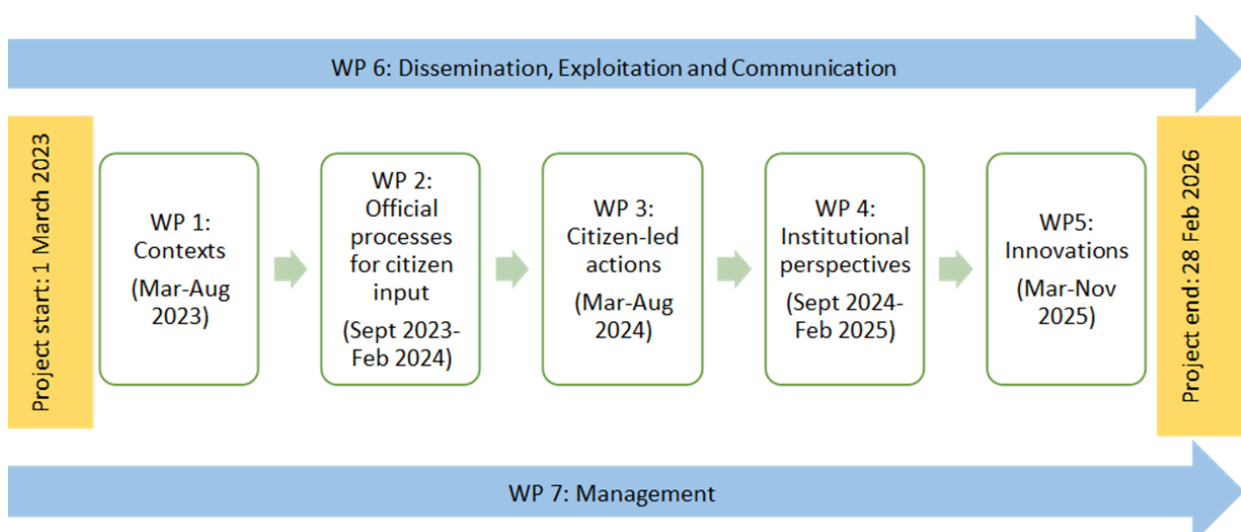
A Horizon Europe Research and Innovation Action for the call “The future of democracy and civic participation”. **Start date: 1 March 2023, 36-month project**

The RESPONSIVE project aims to increase responsiveness to citizen voices in three types of social service:

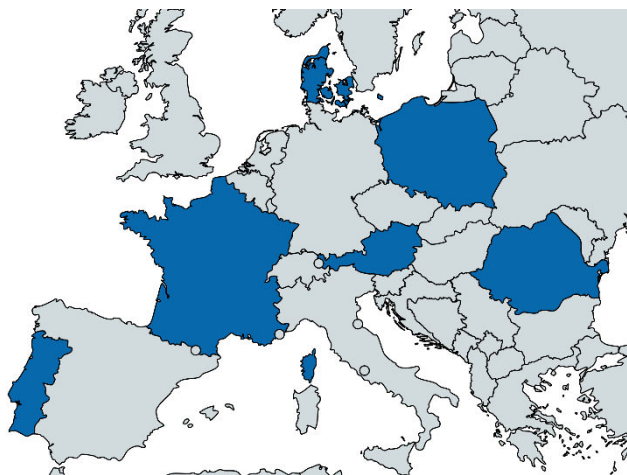
- Community-based disability and mental health services
- Child protection services
- Services for young people at risk of social exclusion

The project is framed around the concept of ‘responsiveness’ within social services as a new way of thinking about democracy and co-creation in the context of citizen-government interaction. This concept focuses on **changes** and concrete actions within social services prompted by learning from citizen perspectives and voices. The project has six core objectives, each met by a work package:

1. Analyse the **normative, legal, policy and practice contexts** at local, national and EU level shaping how social services respond to the perspectives of diverse citizens (WP1)
2. Assess **official channels of citizen input** in social services (advisory groups, consultations, complaints, evaluation mechanisms) (WP2)
3. Analyse public actions by citizens to change social services (**campaigns, social media, social enterprise, artistic production, protests**) (WP3)
4. Identify the factors shaping **changes by social services** in response to the input of diverse citizens who use social services (WP4)
5. **Co-design and test tailored innovations** for citizens, civil society groups, social services and policymakers to expand the utilisation of different sources of citizen knowledge by social services at different levels (WP5)
6. Promote the uptake of innovations through **dissemination of project results** (WP6)



## The RESPONSIVE consortium



|                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Social work training and evaluation</b>                                                                                                                                                                                                                                                          | <b>State social services</b>                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>Centrul de Formare si Evaluare in Asistenta Sociala (CFCECAS), Romania</li> </ul>                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Conseil Départemental des Yvelines, France</li> <li>Município da Amadora, Portugal</li> </ul>                                                                                            |
| <b>Universities</b>                                                                                                                                                                                                                                                                                 | <b>Non-governmental organisations</b>                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>University of Innsbruck, Austria</li> <li>Aalborg University, Denmark</li> <li>University of Warsaw, Poland</li> <li>Institute of Social and Political Sciences (ISCS), University of Lisbon, Portugal</li> <li>Université Paris Nanterre, France</li> </ul> | <ul style="list-style-type: none"> <li>Association Retis, France</li> <li>Stowarzyszenie Centrum Wspierania Aktywnosci Lokalnej, CAL, Poland</li> <li>Tiroler Interessenverband für psychosoziale Inklusion, Austria</li> </ul> |
| <b>International association</b>                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>International Federation of Social Workers European Region</li> </ul>                                                                                                                                                                                        |                                                                                                                                                                                                                                 |

## Project deliverables

| No. | Deliverable                                                                                                               | WP  | Due date       |
|-----|---------------------------------------------------------------------------------------------------------------------------|-----|----------------|
| 1   | Research report on normative, policy, legal and organisational contexts shaping social service responsiveness to citizens | WP1 | Aug 2023       |
| 2   | Research report about citizen experiences of consultative and participatory processes in social services                  | WP2 | Feb 2024       |
| 3   | Guidance leaflet for citizens taking part in consultative and participatory processes of social service development       | WP2 | Feb 2024       |
| 4   | Research report about citizen-led actions for social sector change                                                        | WP3 | Aug 2024       |
| 5   | Online database of citizen campaigns to improve social services                                                           | WP3 | Aug 2024       |
| 6   | Research report on mechanisms of responsiveness in social services                                                        | WP4 | Feb 2025       |
| 7   | Self-assessment tool for social services to measure their level of responsiveness                                         | WP4 | Feb 2025       |
| 8   | Recommendations for citizens, policymakers, civil society organizations, social services and practitioners                | WP5 | Nov 2025       |
| 9   | Toolkit on pilot innovations to increase social service responsiveness to citizen voice                                   | WP5 | Nov 2025       |
| 10  | Plan for dissemination, exploitation and communication                                                                    | WP6 | Every 6 months |